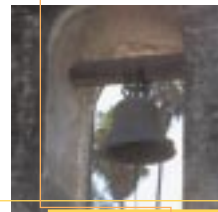


County of Orange
2001
Occupational
Outlook



2001
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OCCUPATIONAL OUTLOOK FOR ORANGE COUNTY

A Cooperative Program of the
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COUNTY PROFILE

Orange County was formally organized as a political entity separate from the County of Los Angeles in 1889. One hundred fifty-thousand Valencia orange trees provided the name for the County and also supplied a year-round harvest which included lemons, avocados, and walnuts. Agriculture was the single most important industry in those early years.

The twentieth century brought many industrious individuals to the County such as Walter Knott, founder of Knott's Berry Farm in Buena Park, and Walt Disney, the pioneer of animated films and the founder of his Magic Kingdom, Disneyland located in Anaheim. Today, Orange County is home to a vast number of major industries and businesses, educational and service organizations, and arts and entertainment establishments.

Orange County is comprised of 798 square miles bordering Los Angeles, Riverside, San Bernardino, and San Diego Counties. Elevations range from sea level to 5,687 feet at Santiago Peak in the Saddleback Mountains. There are currently 34 cities within the County, which extends to La Habra and Brea in the north, Rancho Santa Margarita in the east, Los Alamitos and Seal Beach in the west, and San Clemente in the south.

The weather is moderate with 258 mostly sunny days annually and temperatures averaging 75.8 in July. With 42 miles of Pacific Ocean coastline, Orange County is home to famous beaches including Huntington Beach's "Surf City, USA". Due to the unique location of Orange County, it is possible to snow ski and surf all in the same day!

According to the Orange County Register's Market Profile 2001, Orange County ranks 2nd nationally in retail sales per household, 10th among U.S. Cybercities in High Tech employment and 32nd among *nations* in the World based on the 1999 GNP. Tourism is a vital industry with 38.17 million visitors to the County in 1999.

Orange County is served by fourteen state-funded Adult Education Schools, four Regional Occupational Programs (ROPs), four Community College Districts, two major State universities, and over 40 independent colleges and universities. Each year more than 55,000 Orange County's adult residents enroll in the ROPs and more than 70,500 people participate in the Adult Education Schools.

POPULATION

According to the 2000 Census, Orange County is now the second largest County in California, ahead of San Diego County, and trailing only Los Angeles County. The total population is 2,846,289 and the median age is 33.3 years. The majority of the population growth is generated through natural increase (births minus deaths) increasing at a rate of about 2% per year.

EMPLOYMENT

The employed labor force as of June, 2000 was approximately 1.46 million and comprised primarily of manufacturing (16%), trade (23%), and services (28%). Fully ten percent of Orange County's labor market is self-employed. The trend over the past ten years has been a rapid increase of the service sector, while manufacturing has declined. Overall employment is expected to increase 23% over the next ten years.

Small businesses flourish in Orange County's entrepreneurial climate. According to the California Employment Development Department Size of Firm Report for 1999, out of 81,614 private firms, only 171 employed 500 or more persons per firm, comprising only 20% of Orange County's labor force.

UNEMPLOYMENT

In recent years, Orange County's economy has produced some of the lowest unemployment rates in the nation. In July 2000, Orange County's unemployment rate was 2.7%—lower than the California rate of 5.5% and the national rate of 4.2%.

LOCAL IMPACT OF THE ATTACK ON AMERICA

The tragic events of the September 11th terrorist attack on America will have significant effects for the Orange County region. Labor market economists are predicting that safety conscious consumers are likely to curtail spending and significantly reduce air travel in the near term, severely damaging industries such as airlines, hotels and restaurants.

According to some economic forecasters, Orange County may escape a recession next year due to its diversified industries, but the overall revenue picture will be flat. The County's weaknesses are expected to be in tourism and consumer spending.

OVERVIEW OF CURRENT ECONOMIC CONDITIONS

Despite all of the uncertainty, there is evidence of a psychological and economic recovery under way in the County and throughout the U.S. A consumer sentiment index rose slightly during the first half of October after a drastic decline in September. Consumers acknowledged some further deterioration in current economic conditions, but their expectations for the future were more optimistic. Economy watchers expect the County's economy to thrive again as it has in recent years, with personal income growth above the nation's and an unemployment rate that is consistently below that of the nation.

INTRODUCTION TO THE 2001 OCCUPATIONAL OUTLOOK

The 2001 Occupational Outlook for Orange County is the result of a collaborative effort between the Orange County Board of Supervisors; the Orange County Workforce Investment Board, the State of California Employment Development Department, Labor Market Information Division (EDD/LMID), and the California Cooperative Information System (CCOIS). The EDD/LMID and the Orange County Workforce Investment Act (WIA) funds, as administered by the Orange County Board of Supervisors provided the funding for this report. The Occupational Outlook Report is sponsored by the California Occupational Information Coordinating Committee (COICC).

Since 1990, the County of Orange has been providing this information under the CCOIS. In the past decade, labor market information has been obtained on over 200 occupations through confidential surveys of over 4,000 local employers. The Occupational Outlook is the primary source of local, in-depth, and up-to-date occupational information. The occupations selected for the survey are based upon the 1997 – 2004 Occupational Projections provided by the EDD for Orange County. This 2001 Occupational Outlook for Orange County (OOR) includes detailed information on seventy-five occupations, provided by over 1200 local employers which were surveyed during the periods June 1, 1999, through October 30, 1999, June 1, 2000, through October 30, 2000, and August 1, 2001, through December 14, 2001.

Mission Statement

The mission of the Orange County Workforce Investment Board is to respond to the needs of the business community and job seekers through an integrated workforce development system.

PROGRAM GOAL

The Occupational Outlook Report is an important component of the Workforce Development System. By providing current, local, and detailed labor market information for educators, job seekers, training providers and employers, the labor needs of Orange County's employers will be more closely matched with the skills of job seekers.

THE OCCUPATIONAL PROFILES

The occupational profiles contain descriptive and statistical occupational information, including data obtained through confidential surveys with Orange County employers. All persons having access to the data are required to sign a confidentiality agreement. The profiles are in alphabetical order by occupation title and year. Detailed information includes: occupation description; wages & fringe benefits; employer requirements including training and work experience; skill requirements; employment trends, and training information is provided for each occupation profiled in this report.



The information in this report can be used by a variety of organizations and individuals for many different purposes. Some possible uses are listed below.

Career Decisions Career counselors and job seekers can make informed occupational choices based on skills, abilities, interests, education, and personal needs. The localized information is easy to read and includes employer preferences or requirements, wages, occupational demand, and sources of employment and training.

Program Planning This report provides local planners and administrators with employment, training, and placement data, as well as occupational size and expected growth rates. Program planners can use this data to evaluate, improve, or eliminate existing programs, or to plan new programs.

Curriculum Design Training providers can assess and update their curriculum based upon current employer needs and projected trends which are indicated in this report.

Economic Development Local government agencies and economic development organizations will find labor pool information such as occupational size, expected growth rates and wages, useful in determining the potential for business growth and development in our labor market area.

Program Marketing Training providers can effectively market their programs by informing students, employers, and others that the chances for job placements are much greater because their training programs are developed using reliable local occupational data.

Human Resource Management Small business owners and large corporate human resource directors alike can use this report to help determine competitive wages and benefits, improve their recruitment methods, and assess the availability of qualified workers for business relocation or expansion purposes.

Information contained in the Occupational Profiles section of this report, unless otherwise noted, applies specifically to Orange County.

CALIFORNIA TRAINING & EDUCATION PROVIDERS (CTEP)

The 2001 Occupational Outlook Report for Orange County provides a sample of the providers offering courses related to the occupations surveyed. A comprehensive listing of schools and training providers located in Orange County may be found by accessing the CTEP Training Directory located on the Internet at <http://www.soicc.ca.gov/ctep>. The CTEP is updated annually, however, changes in phone numbers or programs offered may occur after the update has been completed. The reader is urged to contact the school directly for specific education or training information. Inclusion in the CTEP Training Directory does not constitute the Employment Development Department's (EDD) or the Orange County Workforce Investment Board's endorsement of a provider's program or the quality of its services, nor does exclusion imply an unfavorable judgement of the contribution a provider may be making to the community.

Colleges and Universities; University Extensions; Community Colleges and Community College Districts; Regional Occupational Programs (ROPs); Adult Education Programs, and Private Training Providers are listed alphabetically. Together, these providers offer almost all of the necessary certificate or degree programs to prepare an individual for entry into a new occupation. The following offers a brief description of each of the five educational and training categories:

Colleges and Universities may either be public or privately funded. Coursework offered generally is extensive and in-depth leading to a 4-Year Degree. Post-Graduate coursework is often available leading to a Masters Degree and Ph.D. Entrance requirements are usually higher than Community Colleges.

University Extensions generally do not provide degrees, but instead offer certificate programs, conferences and seminars, technical classes, and short courses for continuing education.

Community Colleges are publicly funded and generally offer remedial and basic college-level courses; continuing education courses; vocational/technical certificate programs, and 2-Year Associate Degrees. Many of the courses offered are transferable to a 4-Year College and count towards the total number of units required to obtain a Bachelors Degree. Courses are often less expensive than those offered at a 4-Year College or University.

Regional Occupational Programs (ROP) are certificate training programs offered by public schools statewide to high school students (age 16 or older) and adults. They offer more than 100 different career preparation courses within five career pathway areas: Business Office/ Marketing, Industrial & Technical, Health, Consumer Homemaking/ Home Economics, and Agriculture. Certificate programs are generally low-cost and rarely last more than one year.

Adult Education Programs are offered to adults and located within public schools. Basic education, literacy programs, continuing education classes and vocational training are generally low-cost and rarely last more than one year. Most programs offer a General Education Diploma (GED) which *may* be substituted for a high school diploma—an important credential for job seekers.

Private Training Providers are required to be approved by the California Bureau for Private Postsecondary and Vocational Education (BPPVE). Courses and fees vary considerably; therefore, it is suggested that the prospective student contact the school directly to determine the validity of the programs offered in meeting the student's career goals.

Additional information regarding job profiles and training may be accessed through the EDD's California Career & Training Information System—CaCTIS web site at <http://www.cactis.ca.gov>. CaCTIS is a Joint Project from the California Occupational Information Coordinating Committee and the Labor Market Information Division of the Employment Development Department.

STATE AND FEDERAL LEGISLATIVE MANDATES

The occupations surveyed under the CCOIS over the past decade present a comprehensive, longitudinal study of the evolution of Orange County's labor market. The coordination of the program at the State level, allows economists, planners and others to view the labor markets region by region or the State as a whole, using *locally inputted data*. The labor market information provided in the Occupational Outlook Report meets the requirements of federal and State legislation including:

Workforce Investment Act of 1998 (WIA)
Carl D. Perkins Vocational and Applied Technology Education Act
California's Family Economic Security Act (FESA)
California Education Code (ROC/P and Community Colleges)
Wagner-Peyser Act
Welfare to Work Act of 1997 (CalWORKS)

GUIDE TO THE OCCUPATIONAL PROFILES

The 1999, 2000, and 2001 Occupational Profiles are organized by year beginning with the current year. Although there were minor modifications to the format in which the data was presented, and some data categories were added or eliminated, the basic information described in this section remains the same for all three years.

TITLES AND JOB DESCRIPTIONS

Occupation titles and job descriptions are listed alphabetically by either their 6-digit Occupational Employment Statistics (OES) classification number, developed by the U.S. Department of Labor, or by a 9-digit Non-OES classification number. The OES classification system groups all jobs in the labor market into approximately 700 “standard occupations” and is closely related to other sources of occupational data at the State and national levels. This system allows for OES classified occupations in one location to be reasonably compared with the same OES classified occupation in another location. Non-OES classified occupations or “non-standard occupations” generally represent emerging occupations not identified or categorized by the OES classification system. Non-OES classified occupations may not be directly comparable across locations and, therefore, are not included in employment projections.

WAGES AND BENEFITS

Wages included in this report are hourly rates paid by the employers participating in the survey for employees at three levels of experience. The report does not include extreme wages. Although wage data are shown to the nearest whole number, this should not be interpreted as an indication of precision (ranges are considered to be representative). In some cases, entry level wages may be higher than wages paid to experienced employees as a result of contracted amounts or fringe benefits. The data enable comparison of salary ranges across occupations; however, the data are not intended to represent *official* prevailing wages. Union and non-union wages are reported separately if the percent of union employment is less than 80% or greater than 20%. Wage data were collected during the time period August 1, 2001 to December 18, 2001, and reflect the following definitions:

| | |
|----------------------------------|--|
| New Hires, Inexperienced: | Persons trained or otherwise qualified, but without paid experience in the occupation. Note: entry-level wages may be higher than other categories as a result of contracted amounts or fringe benefits. |
| New Hires, Experienced: | Wages paid to journey-level or experienced persons just starting at the firm. |
| 3+ Years With Firm: | Wages generally paid to persons with more than three years’ journey-level experience at the firm. |

The benefit information was obtained from employer survey results. The data was provided by employers responding to the benefits questions and may not represent all the employers surveyed. All data is based on full time employment and the percentage of employers responding to the questions.

EMPLOYER REQUIREMENTS

This section indicates the employer's requirements for training and work experience, education, and skills. While minimum educational requirements have been shown as employers expressed them, these educational requirements are not always essential for the performance of job duties. Because the lack of education will create a barrier with some employers, employers' educational statements have been included in this report. Also included are typical employer preferences and key personal traits usually present in those working in the occupation.

When reference is made to "*All, Almost all, Most, Many, Some, or Few*" of the survey respondents, the following guidelines apply:

| | | |
|-----------------------------|---|----------------------------------|
| All employers | = | 100% |
| Almost all employers | = | 80% up to but not including 100% |
| Most employers | = | 60% up to but not including 80% |
| Many employers | = | 40% up to but not including 60% |
| Some employers | = | 20% up to but not including 40% |
| Few employers | = | less than 20% |

"SKILLS, LICENSES AND OTHER REQUIREMENTS" provide more detailed information regarding actual characteristics of the occupation.

EMPLOYMENT TERMS

The terms presented in this section of the report refer to the relative difficulty employers experience in locating qualified applicants for entry and experienced positions in the occupation. This section is useful to students and job seekers in determining the probable degree of difficulty in obtaining employment in the occupation. The terms used in describing the local supply and demand situation found in the area for the current OOR are defined as:

| | |
|------------------------------|---|
| Very Difficult: | Demand is considerably greater than supply of qualified applicants. Employers often cannot find qualified applicants when an opening exists. Qualified applicants encounter no competition in their job search. Weighted Average is 3.00 through 4.00 |
| Moderately Difficult: | Demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times. Qualified applicants encounter little competition in their job search. Weighted Average is 2.00 to but not including 3.00 |
| Not Difficult: | Supply of qualified applicants is considerably greater than demand, creating a very competitive job market for applicants. Weighted Average is 1.00 to but not including 2.00 |



The **Turnover Rate** is determined by the total number employees hired to fill vacancies created by employees leaving plus new positions, divided by the total number of employees of all firms. For most occupations, more openings are the result of workers leaving the labor force (attrition) or changing occupations rather than of industry growth. Replacement openings are most numerous in occupations with relatively low training.

Recruiting Methods are shown to aid the job seeker in determining the best approach to use for seeking employment in the particular occupation.

Other information that may be listed here includes employers who will promote from within the organization; union affiliation; work patterns and, if indicated by the employers, emerging occupations.

The terms used to describe the size of a particular occupation refer to the estimated number of workers in the occupation in Orange County. Occupational size in Orange County for the period 1997 – 2004 is described using the following scale:

| | | |
|-------------------|---|-----------------|
| Small | - | Less than 2,054 |
| Medium | - | 2,054 to 4,106 |
| Large | - | 4,107 to 8,898 |
| Very Large | - | 8,899 and above |

Orange County's Average Job Growth Rate for the period 1997 – 2004 is projected to be 19.2%. This is an increase from the previous projection period, 1995 – 2000, when, according to the Employment Development Department (EDD), the Average Job Growth Rate was 14.8%. Employers were asked to report if they experienced an increase or decline in the previous 12 months and whether they expect the occupation to increase or decline in the next 2 years. For OES classified occupations, the EDD's projections for the occupation are also provided using the following terms, for comparison:

| | |
|---------------------------------|--|
| Much faster than average | 1.50 times or more |
| Faster than average | 1.10 to but not including 1.50 times average |
| Average | 0.90 to but not including 1.10 times average |
| Slower than average | 0.10 to but not including 0.90 times average |
| No significant change | - 0.10 to but not including 0.10 times average |
| Slow decline | Less -0.10 times average |

TRAINING PROVIDERS

Some of the training providers and programs offered are listed for the specific occupation. Training data was collected in the summer and fall of 1999, 2000, and 2001. The validity of this information is based solely on information provided by the training provider. Changes often occur; therefore, users of this information are encouraged to contact the provider directly. Additional Internet training resources are listed including the State Training Inventory, Orangeworks, I-TRAIN and, where appropriate, California Regional Occupational Programs (ROPs).

RESEARCH METHODOLOGY

OCCUPATION SELECTION PROCESS

The Employment Development Department's Labor Market Information Division (EDD/LMID) prepares a forecast of employment trends for occupations in Orange County with 100 or more employees. EDD/LMID projections tables are used as the basis for the occupation selection. For the year 1999, occupational projections for 1995-2002 were used. For the current years 2000, and 2001, EDD/LMID 1997-2004 occupational projection tables were used. The major criteria for selecting an occupations to be surveyed is a) they cannot have been surveyed in the past 3 years, b) they must have a substantial employment base in Orange County, and c) they must represent varied education and training requirements.

SURVEY SAMPLE SELECTION

After the occupations were selected, EDD/LMID staff created a representative sample of employers for each of the occupations. The sample, selected from a confidential State employer database, was carefully reviewed and employers were contacted to verify company name, address, confirm the existence of the occupation at the company and obtain the name of a contact person. The sample was further refined until an accurate sample of 40 employers for each occupation is obtained.

QUESTIONNAIRE DEVELOPMENT AND DATA COLLECTION PROCEDURES

LMID staff developed statewide, standardized questionnaires for the occupations to be surveyed. The questionnaires utilized for the surveys over the past 3 years contained the same basic questions with minor modifications. The County conducted a competitive bid to subcontract the survey process and tabulate the data. The Social Science Research Center at California State University Fullerton was selected and has since conducted the surveys for the occupations included in this report.

Employers were contacted by telephone and additional employers were added to the original sample as necessary to ensure meeting a 50% response rate and also to survey 40% of the sample's projected employment size. Response goals are designed to ensure that information is collected from enough firms to include an appropriate number of workers in the occupation and represent all industries that employ significant numbers of workers in the occupation.

All survey data was reviewed for accuracy and completeness. Employers were re-contacted if answers were missing, unclear or conflicted with other answers.

TABULATION AND RESULTS

Survey results were entered into a secured database and tabulations were prepared using LMID software. The tabulations were used to prepare the occupational tables and summarize information on skills needed; education, training and work experience; wages and fringe benefits; projected growth; supply and demand assessment, and other information.

Although information is shown to the nearest whole number for ease of comparison, the reader should not interpret this as an indication of precision (ranges are also considered to be representative).

CONFIDENTIALITY

All surveys are confidential and survey data is kept secured to protect the employer's proprietary information. Specific employer information is never divulged and only aggregate data is published.

OCCUPATIONS SURVEYED 1990 - 2001

| <i>REPORT YEAR</i> | <i>OCCUPATIONAL TITLES</i> |
|--------------------|---|
| 2001 | Accountants and Auditors |
| 2000 | Adjustment Clerks |
| 1999 | Administrative Assistants |
| 1995 | Administrative Service Managers |
| 1991-98, 2001 | Amusement and Recreational Attendants |
| 1993 | Appraisers - Real Estate |
| 1993, 1998 | Artists and Related Workers |
| 2001 | Assemblers-Electrical & Electronic Equipment-Precision |
| 1998 | Assemblers & Fabricators-Except Machine, Electrical, Electronic and Precision |
| 1990, 1998 | Automotive Body, Related Repairers |
| 1990-96, 2000 | Automotive Mechanics |
| 1997 | Bakers - Bread and Pastry |
| 1992 | Bartenders |
| 1993, 2000 | Bill and Account Collectors |
| 1993 | Billing, Posting, Calculating Machine Operators |
| 1999 | Biotechnology Laboratory Assistants |
| 1990-94, 1997 | Bookkeeping, Accounting and Auditing Clerks |
| 1992 | Bus and Truck Mechanics |
| 1990, 1998 | Bus Drivers – School |
| 1995 | Cardiology Technologists |
| 1990, 1999 | Carpenters |
| 1996 | Chemical Technicians and Technologists - Except Medical and Clinical |
| 1992-97, 2000 | Child Care Workers |
| 1993 | Chiropractic Assistants |
| 1994 | Civil Engineers |
| 1995 | Claims Examiners- Property and Casualty Insurance |
| 1991 | Combination Machine Tool Operators and Tenders — Metal, Plastic |
| 1991 | Combination Machine Tool Setters, & Set-Up Operators — Metal, Plastic |
| 1995 | Compliance Officers and Enforcement Inspectors- Except Construction |
| 1995 | Computer Aided Design (CAD) Technician |
| 1995, 1999 | Computer Engineers |
| 1990 | Computer Operators |
| 1992-96, 1999 | Computer Programmers, Including Aides |
| 1997, 2000 | Computer Support Specialists |
| 1994 | Construction and Building Inspectors |
| 1994 | Construction Estimators |
| 1998 | Construction Managers |
| 1994 | Cooks — Institution or Cafeteria |
| 1990, 1996 | Cooks — Restaurant |
| 2001 | Correction Officers and Jailers |
| 1993, 1999 | Counter and Rental Clerks |
| 1992 | Court Reporters / Shorthand Reporters |

OCCUPATIONS SURVEYED 1990 - 2001

| <i>REPORT YEAR</i> | <i>OCCUPATIONAL TITLES</i> |
|--------------------|--|
| 1994 | Customer Service Representatives |
| 1995 | Data Entry Keyers — Except Composing |
| 1991, 1994 | Data Processing Equipment Repairers |
| 2001 | Database Administrators |
| 1998 | Demonstrators and Promoters |
| 1990 | Dental Assistants |
| 1992, 1995 | Dental Hygienists |
| 1998 | Designers – Except Interior Designers |
| 1991 | Desktop Publishers |
| 1994 | Dispatchers, Except Police, Fire and Ambulance |
| 1990, 1994 | Drafters |
| 1992, 1998 | Driver/Sales Workers |
| 1995 | Economists, Including Market Research Analysts |
| 1990 | Electric Home Appliance and Power Tool Repairers |
| 1990-94, 1998 | Electrical and Electronic Assemblers |
| 2000 | Electrical and Electronic Engineers |
| 1990-94, 2000 | Electrical and Electronic Engineering Technicians and Technologists |
| 1992, 1998 | Electricians |
| 1997 | Electronic Home Entertainment Equipment Repairers |
| 1993 | Employee Interviewers - Private or Public |
| 1993 | Employee Transportation Coordinators |
| 1999 | Engineering, Mathematical, Natural Science Managers |
| 1994 | Environmental Engineers |
| 1992 | Environmental Hazardous Waste Managers |
| 1991 | Environmental Hazardous Waste Technicians |
| 1999 | Fiber Optic Technicians |
| 1994, 1999 | Financial Managers |
| 1999 | Firefighters |
| 2000 | First-Line Supervisors/Managers – Construction Trades & Extractive Workers |
| 2000 | First-Line Supervisors/Managers - Production |
| 1993 | First-Line Supervisors/Managers – Sales |
| 2001 | Fitness / Wellness Coordinators |
| 1996, 1999 | Food Preparation and Service Workers |
| 1991, 1996 | Food Service Managers |
| 2001 | Foreign Language & Literature Teachers, Postsecondary |
| 1992, 1997 | Gardeners, Groundskeepers – Except Farm |
| 2000 | General Managers, Top Executives |
| 1992, 2000 | General Office Clerks |
| 2001 | Graphic Art Designers |
| 1990, 1997 | Guards and Watch Guards |



OCCUPATIONS SURVEYED 1990 - 2001

| <i>REPORT YEAR</i> | <i>OCCUPATIONAL TITLES</i> |
|--------------------|---|
| 1993, 1996 | Hairdresser, Hairstylists and Cosmetologists |
| 1993 | Hand Packers and Packagers |
| 1996 | Hazardous Materials and Waste Technicians |
| 1997 | Hazardous - Waste Management Specialist |
| 1990-95, 2001 | Heating, Air Conditioning, Refrigeration Mechanics and Installers |
| 1991-97, 2000 | Home Health Care Workers |
| 1990-94, 1997 | Hotel Desk Clerks |
| 1992 | Housekeepers |
| 2000 | Import/Export Specialists |
| 1994 | Inspectors, Testers and Graders — Precision |
| 2000 | Instructional Aides |
| 1993, 1997 | Instructional Aides, Clerical |
| 2000 | Instructors and Coaches, Sports |
| 1994, 1999 | Insurance Adjusters, Examiners, and Investigators |
| 1992, 1999 | Insurance Claims Clerks |
| 1991 | Insurance Policy Processing Clerks |
| 1992, 2000 | Janitors, Cleaners — Except Maids |
| 1999 | Landscaping and Groundskeeping Laborers |
| 1991, 1994 | Legal Secretaries |
| 1990, 1996 | Licensed Vocational Nurses |
| 1992, 2001 | Loan and Credit Clerks |
| 1994 | Loan Officers and Counselors |
| 1995 | Local Area Network (LAN) Managers |
| 1992, 1999 | Lodging Managers |
| 1991 | Machine Tool Cutting Operators and Tenders – Metal, Plastic |
| 1991-96, 2001 | Machinists |
| 1998 | Maids and Housekeeping Cleaners |
| 1991-98, 2001 | Maintenance Repairers, General Utility |
| 1997 | Marketing, Advertising, and Public Relations Managers |
| 1990-94, 1999 | Medical Assistants |
| 1992 | Medical-Clinical Lab Assistants |
| 1992-96, 2000 | Medical-Clinical Lab Technologists |
| 1990-94, 2001 | Medical Records Technicians |
| 1992 | Medical Secretaries |
| 1996, 2000 | Multimedia Software Developers |
| 1997 | Network Control Technicians |
| 1993 | Network Specialists |
| 1993 | News & Street Vendors, Telephone Solicitors |

OCCUPATIONS SURVEYED 1990 - 2001

| REPORT YEAR | OCCUPATIONAL TITLES |
|--------------------|---|
| 1999 | Numerical-Control, Machine-Tool Operators & Tenders |
| 1990, 1995 | Numerical-Control, Machine-Tool Operators & Tenders - Metal, Plastic |
| 1991-97, 2000 | Nurse Aides, Orderlies, Attendants |
| 1994, 1999 | Occupational Therapists |
| 1991 | Office Machine and Cash Register Services |
| 1995 | Operating and Systems Researchers and Analysts - Except Computer |
| 2001 | Operating Engineers |
| 1993 | Opticians - Dispensing, Measuring |
| 1993, 1997 | Order Fillers, Wholesale & Retail Trade |
| 1993 | Packaging, Filling Machine Operators, Tenders |
| 1998, 2001 | Painters and Paperhangers - Construction & Maintenance |
| 1991-94, 1997 | Paralegal Personnel |
| 1994 | Patient Care Managers |
| 1993 | Payroll and Time Keeping Clerks |
| 1995 | Personnel, Training, and Labor Relations Managers |
| 1990, 1999 | Pest Controllers and Pest Control Assistants |
| 1993 | Pharmacy Assistants |
| 1997, 2001 | Pharmacy Technicians |
| 1992 | Photographic Production Machine Operators and Tenders |
| 1992 | Physical Therapy Assistants |
| 1994, 2001 | Physician's Assistants |
| 1991, 1996 | Plastic Molding and Casting Machine Setters and Set-Up Operators |
| 1990, 1998 | Plumbers, Pipefitters, and Steamfitters |
| 1999 | Police Patrol Officers |
| 1991 | Preschool Teachers |
| 1996 | Production Inspectors, Testers, Graders, Sorters, Samplers & Weighers |
| 1992, 1996 | Property and Real Estate Managers and Administrators |
| 1995 | Purchasing Agents – Securities, Commodities and Financial Services |
| 1993-96, 2001 | Radiological Technologists |
| 1992, 1996 | Receptionists, Information Clerks |
| 1999 | Recreation Workers |
| 1991-97, 2000 | Registered Nurses |
| 1994 | Reservation and Transportation Ticket Agents |
| 1998 | Residential Counselors |
| 1992 | Respiratory Care Practitioners |
| 1998 | Roofers |
| 1993 | Safety Engineers - Except Mining |
| 1995 | Sales Agents - Securities, Commodities and Financial Services |
| 1990, 2000 | Sales Representatives |
| 1993, 2000 | Sales Representatives - Non-Scientific, Except Retail |



OCCUPATIONS SURVEYED 1990 - 2001

| <i>REPORT YEAR</i> | <i>OCCUPATIONAL TITLES</i> |
|--------------------|--|
| 2000 | Sales Representatives - Scientific |
| 1993-96, 2000 | Salespersons - Retail (Non-Vehicle) |
| 1992, 2001 | Secretaries, Except Legal and Medical |
| 1994 | Secretaries, Legal |
| 1996 | Secretaries, Medical |
| 1991, 1998 | Sewing Machine Operators, Garment |
| 1991 | Sewing Machine Operators, Non-Garment |
| 1995 | Social Workers - Except Medical and Psychiatric |
| 1992, 1997 | Stock Clerks – Sales Floor |
| 1992, 1997 | Stock Clerks - Stockroom, Warehouse |
| 1993, 1997 | Surgical Technicians |
| 1994 | Surveying and Mapping Scientists |
| 1994 | Surveying and Mapping Technicians and Technologists |
| 1994, 1999 | Systems Analysts, Electronic Data Processing |
| 2000 | Teacher Aides, Paraprofessional |
| 1995, 1999 | Teachers - Elementary School |
| 1995 | Teachers – Secondary School |
| 1997 | Teachers – Special Education |
| 1998 | Teachers – Vocational Education |
| 1998, 2001 | Technical Writers |
| 1997 | Telecommunications Technician |
| 1998 | Telemarketers |
| 1995 | Telephone and Cable TV Line Installers and Repairers |
| 2000 | Tellers |
| 1996 | Tool and Die Makers |
| 1990, 1999 | Traffic, Shipping, Receiving Clerks |
| 1992-96, 2001 | Travel Agents |
| 1991-96, 2001 | Truck Drivers, Heavy or Tractor Trailer |
| 1991-96, 1999 | Truck Drivers, Light - Includes Delivery and Route Workers |
| 1990, 1996 | Typists, Including Word Processing |
| 1998, 2001 | Veterinary Assistants |
| 1993 | Vocational, Educational Counselors |
| 1991, 1998 | Waiters and Waitresses |
| 1991-97, 2001 | Welders and Cutters |
| 1991 | Welding Machine Operators and Tenders |
| 1991 | Welding Machine Setters and Set-Up Operators |
| 1994 | Welfare Eligibility Workers, Interviewers |
| 1993-97, 2001 | Wholesale and Retail Buyers – Except Farm Products |
| 1995 | Wholesalers II - International Trade |

***OCCUPATIONAL PROFILES
AND TRAINING PROVIDERS***



ACCOUNTANTS AND AUDITORS

15 Firms Surveyed with 74 Employees in Occupation. OES Code: 211140

DESCRIPTION

Accountants and Auditors examine, analyze, and interpret accounting records for the purpose of giving advice or preparing statements and installing or advising on systems of recording costs or other financial and budgetary data.

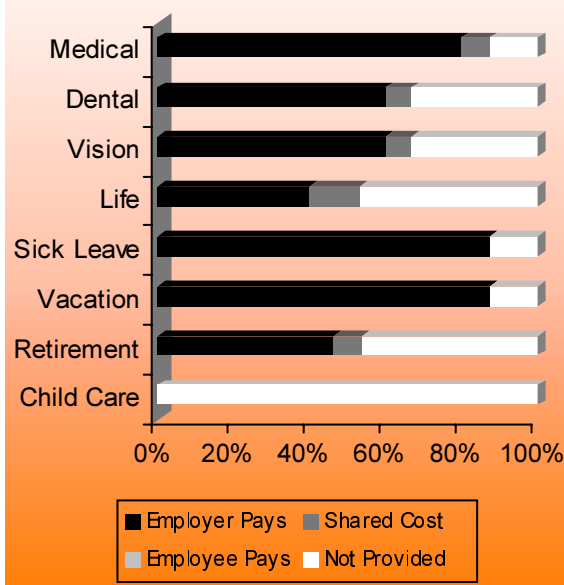
Alternate Job Titles: Staff Accountant and Bookkeeper.

WAGES & BENEFITS

Union and Non-Union Full and Part-Time Wages

| | Range | Median |
|--------------------------|-------------------|---------|
| New Hires, Inexperienced | \$13.42 - \$16.78 | \$15.82 |
| New Hires, Experienced | \$8.00 - \$21.10 | \$14.38 |
| 3+ Years With Firm | \$15.00 - \$27.81 | \$21.10 |

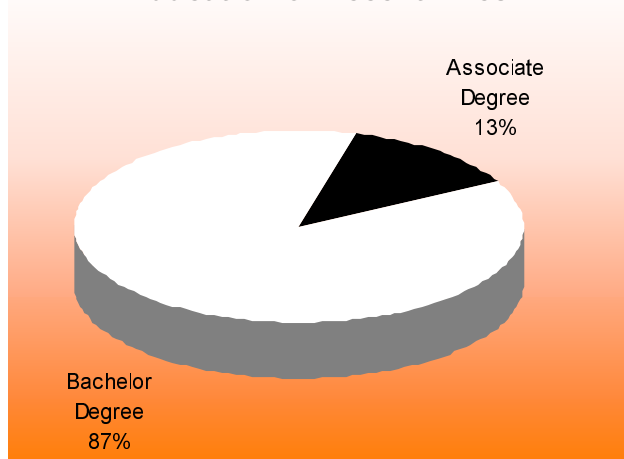
Fringe Benefits



All data is based on full time employment and the percentages of employers responding to this question.

EMPLOYER REQUIREMENTS

Education of Recent Hires



Almost all employers report they will not accept training in lieu of experience. **Almost all** employers report that technical or vocational training is not required. **Almost all** employers require previous work experience and other types of occupational experience will not accepted.

SKILLS, LICENSES, & OTHER REQUIREMENTS

TECHNICAL: Financial planning skills; business math; government accounting; ability to conduct an audit; tax accounting; estate planning; problem solving skills; verbal presentation; bondable; Certified Public Accountant (CPA); write effectively, and ability to use accounting software.

PERSONAL OR OTHER: Ability to work independently; willingness to work with close supervision; ability to work under pressure, and customer service skills.

BASIC SKILLS: Ability to read and follow instructions; ability to write legibly, and oral communication skills.

COMPUTER SOFTWARE: Word, Excel, Access and QuickBooks.

FOR CAREER ADVANCEMENT: Communication skills; writing ability; willingness to work; client interaction; detail oriented and good productivity; accuracy, and continuing education.

NEW SKILLS: Internet proficiency.

LICENSE: Certified Public Accountant (CPA)

ACCOUNTANTS AND AUDITORS

15 Firms Surveyed with 74 Employees in Occupation. OES Code: 211140

EMPLOYMENT TRENDS

Supply & Demand

Employers report it is **moderately difficult** to find fully experienced and qualified applicants. It is also **moderately difficult** to find inexperienced applicants. The turnover rate is **22.1%**.

Where The Jobs Are

Management and Public Relations
Federal, State and Local Government

Size of Occupation

Very Large - 10,750 - 12,330

Job Growth Projection

Orange County Average Job Growth Rate:

19.2%

EDD Forecast Job Growth Rate (1997-2004):

14.7%

Growth Rate:

Slower Than Average

| Employment Levels | Decline | Remain Stable | Grow |
|-----------------------|---------|---------------|------|
| Past Year | 13% | 67% | 20% |
| Projected Next 24 Mo. | 0% | 60% | 40% |

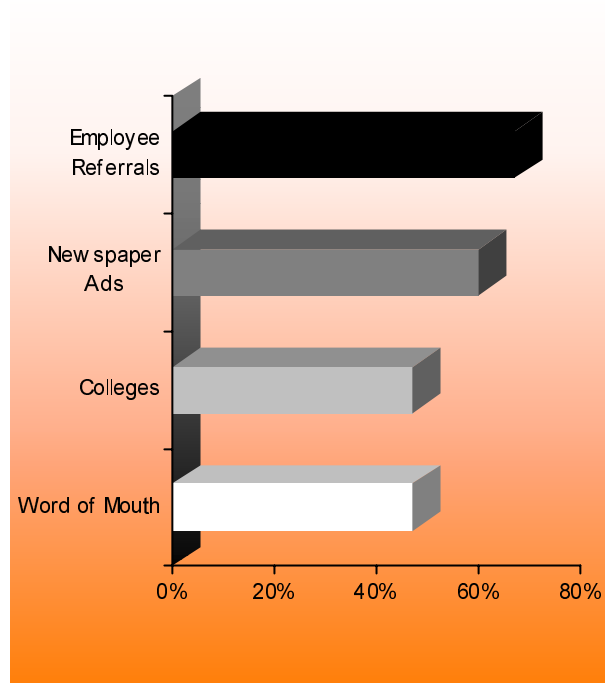
The reported percentages apply to employers responding to these questions.

OTHER INFORMATION

Work Patterns

- 47% of all employers promote.
- 100% of employers surveyed are non-union.
- 91% of employees work full time for an average of 43 hours per week. 9% of employees work part-time for an average of 29 hours per week.
- Emerging occupations include Business Consultant.
- 53% of the employees are female, and 47% are male.

RECRUITING METHODS



TRAINING PROVIDERS

- Academy for Tax Preparers
- Coastline Community College
- Keller Graduate School of Management

Programs Offered: Accounting and Taxation.

For additional Training Providers or details for the providers listed, contact the providers directly or visit the following web sites:

- State Training Inventory www.soicc.ca.gov
- Orangeworks www.orangeworks.org
- I-Train www.i-train.org
- CA Regional Occupational Programs www.carocp.org

AMUSEMENT & RECREATION ATTENDANTS

15 Firms Surveyed with 705 Employees in Occupation. OES Code: 680140

DESCRIPTION

Amusement and Recreation Attendants perform a variety of duties at amusement or recreation facilities. They schedule the use of recreation facilities and allocate equipment to participants of sporting events or recreational pursuits, collect fees for games played, set pins, prepare billiard tables, provide caddy and other services for golfers, and operate carnival rides and amusement concessions.

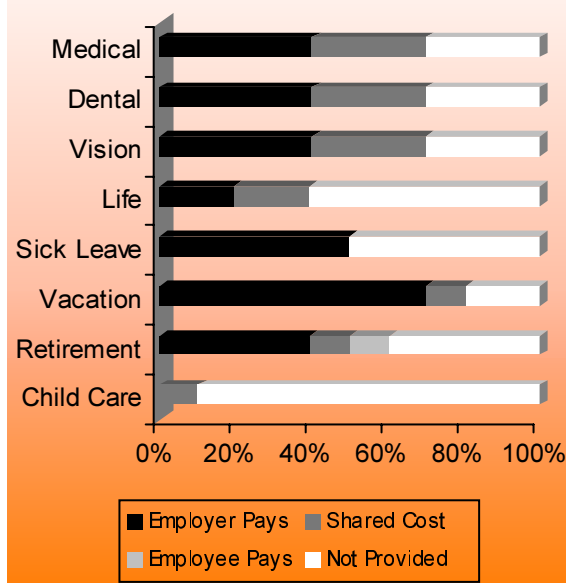
Alternate Job Titles: Attraction Host/Hostess, Ride Attendants, Golf Staff, and Player Service.

WAGES & BENEFITS

Union and Non-Union Full and Part-Time Wages

| | Range | Median |
|--------------------------|------------------|--------|
| New Hires, Inexperienced | \$6.25 - \$8.00 | \$6.88 |
| New Hires, Experienced | \$6.25 - \$11.99 | \$8.00 |
| 3+ Years With Firm | \$6.75 - \$16.78 | \$9.00 |

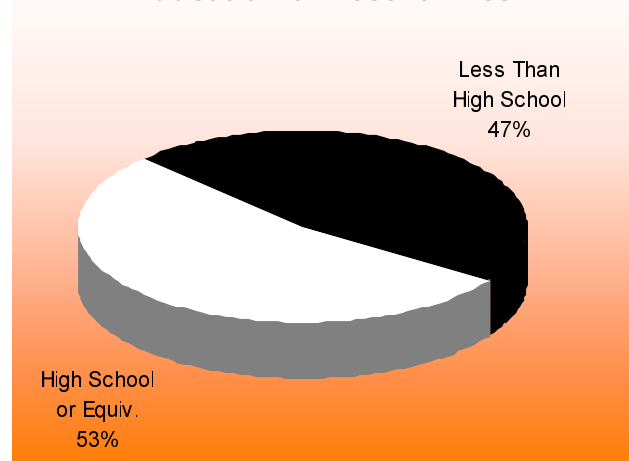
Fringe Benefits



All data is based on full time employment and the percentages of employers responding to this question.

EMPLOYER REQUIREMENTS

Education of Recent Hires



Most employers report they will accept training in lieu of experience. **Almost all** employers report that technical or vocational training is not required. **Many** employers do not require previous work experience, and **most** employers will accept other types of occupational experience.

SKILLS, LICENSES, & OTHER REQUIREMENTS

TECHNICAL: Telephone answering skills; ability to make change; ability to operate a cash register, and possession of a valid driver's license.

PHYSICAL: Ability to tolerate noise, dust, and fumes; ability to stand for long periods, and good physical condition.

PERSONAL OR OTHER: Public contact skills; willingness to work with close supervision, and ability to work independently.

BASIC SKILLS: Basic math skills; ability to read and follow instructions; ability to write legibly, and oral communication skills.

COMPUTER SOFTWARE: Word, Excel, and Access.

FOR CAREER ADVANCEMENT: Customer service; punctuality; communication skills; enthusiasms; flexibility; problem solving skills; math and computer skills.

AMUSEMENT & RECREATION ATTENDANTS

15 Firms Surveyed with 705 Employees in Occupation. OES Code: 680140

EMPLOYMENT TRENDS

Supply & Demand

Employers report it is **moderately difficult** to find fully experienced and qualified applicants. It is also **moderately difficult** to find inexperienced applicants. The turnover rate is **25.0%**.

Where The Jobs Are

Miscellaneous Amusement and Recreation Services

Size of Occupation

Large - 4,680 - 6,420

Job Growth Projection

Orange County Average Job Growth Rate:

19.2%

EDD Forecast Job Growth Rate (1997-2004):

37.2%

Growth Rate:

Much Faster Than Average

| Employment Levels | Decline | Remain Stable | Grow |
|-----------------------|---------|---------------|------|
| Past Year | 7% | 47% | 47% |
| Projected Next 24 Mo. | 0% | 27% | 73% |

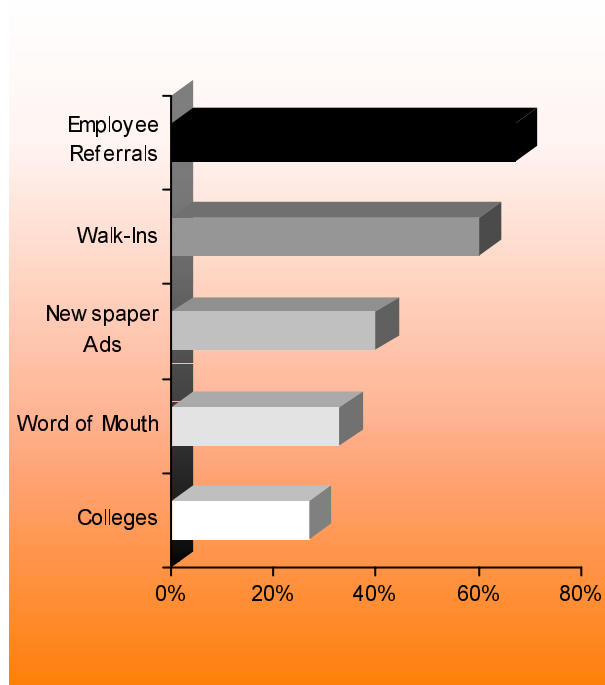
The reported percentages apply to employers responding to these questions.

OTHER INFORMATION

Work Patterns

- 87% of all employers promote.
- 93% of employers surveyed are non-union. 7% are union.
- 23% of employees work full time for an average of 36 hours per week. 44% of employees work part-time for an average of 20 hours per week. 33% of employees work seasonal for an average of 31 hours per week.
- 46% of the employees are female, and 54% are male.

RECRUITING METHODS



TRAINING PROVIDERS

- Capistrano-Laguna Beach Regional Occupational Program
- Cypress Community College - Continuing Education
- Saddleback Valley Adult School

Programs Offered: Health and Physical Education/Fitness.

For additional Training Providers or details for the providers listed, contact the providers directly or visit the following web sites:

- State Training Inventory www.soicc.ca.gov
- Orangeworks www.orangeworks.org
- I-Train www.i-train.org
- CA Regional Occupational Programs www.carocp.org

ASSEMBLERS: ELECTRICAL AND ELECTRONIC EQUIPMENT - PRECISION

15 Firms Surveyed with 540 Employees in Occupation. OES Code: 931140

DESCRIPTION

Assemblers of Electrical and Electronic Equipment-Precision assemble or modify prototypes or final assemblies of electrical or electronic equipment, such as missile control systems, radio and test equipment, computers, machine-tool numerical controls, radar, sonar, and telemetering systems, or appliances. Does not include workers who primarily assemble electrical systems for machinery.

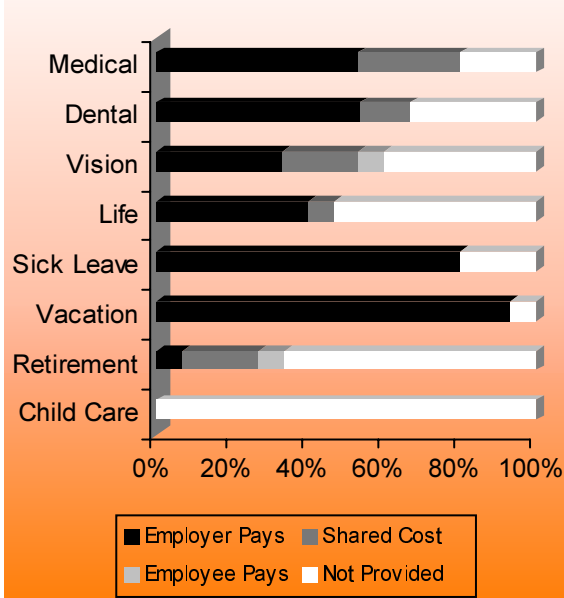
Alternate Job Titles: Electronic Assembler, Production Assembler, and Crystal Processor.

WAGES & BENEFITS

Union and Non-Union Full and Part-Time Wages

| | Range | Median |
|--------------------------|------------------|---------|
| New Hires, Inexperienced | \$6.25 - \$7.10 | \$7.00 |
| New Hires, Experienced | \$6.50 - \$10.47 | \$8.00 |
| 3+ Years With Firm | \$7.35 - \$13.00 | \$10.00 |

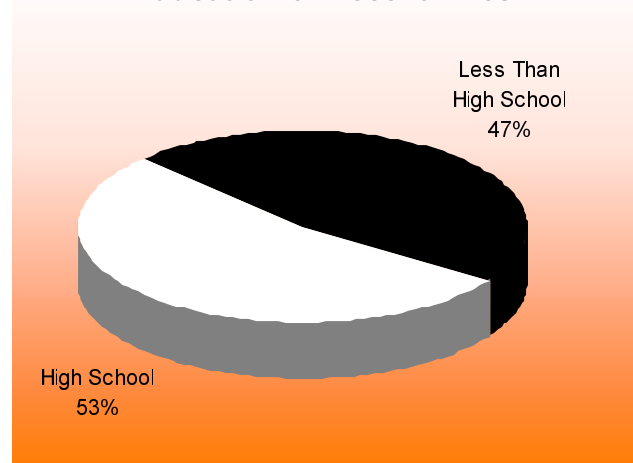
Fringe Benefits



All data is based on full time employment and the percentages of employers responding to this question.

EMPLOYER REQUIREMENTS

Education of Recent Hires



Many employers report they will accept training in lieu of experience. **All** employers report that technical or vocational training is not required. **Many** employers require previous work experience and **most** report other types of occupational experience will not accepted.

SKILLS, LICENSES, & OTHER REQUIREMENTS

TECHNICAL: Ability to perform assembly work; soldering skills; ability to use hand tools, and ability to read blueprints or working drawings.

PHYSICAL: Good eye-hand coordination; manual dexterity; possession of good color perception, and ability to stand continuously for 2 or more hours.

PERSONAL OR OTHER: Ability to work independently; willingness to work with close supervision, and ability to perform routine, repetitive work.

BASIC SKILLS: Ability to follow oral instructions; ability to write legibly; and ability to read and follow instructions.

COMPUTER SOFTWARE: Word, Excel, Access and AutoCAD.

FOR CAREER ADVANCEMENT: Work performance; common sense; good attitude; assembly skills; loyalty; mathematical skills; knowledge of electronic circuits; computer training; communication skills, and ability to read blueprints.

NEW SKILLS: Wire bondage, and master CAM.

ASSEMBLERS: ELECTRICAL AND ELECTRONIC EQUIPMENT - PRECISION

15 Firms Surveyed with 540 Employees in Occupation. OES Code: 931140

EMPLOYMENT TRENDS

Supply & Demand

Employers report it is **not difficult** to find fully experienced and qualified applicants. It is also **not difficult** to find inexperienced applicants. The turnover rate is **6.5%**.

Where The Jobs Are

Measuring and Controlling Devices
Medical Instruments and Supplies

Size of Occupation

Large - 5,700 - 6,620

Job Growth Projection

Orange County Average Job Growth Rate:

19.2%

EDD Forecast Job Growth Rate (1997-2004):

16.1%

Growth Rate:

Slower Than Average

| Employment Levels | Decline | Remain Stable | Grow |
|-----------------------|---------|---------------|------|
| Past Year | 27% | 33% | 40% |
| Projected Next 24 Mo. | 7% | 33% | 60% |

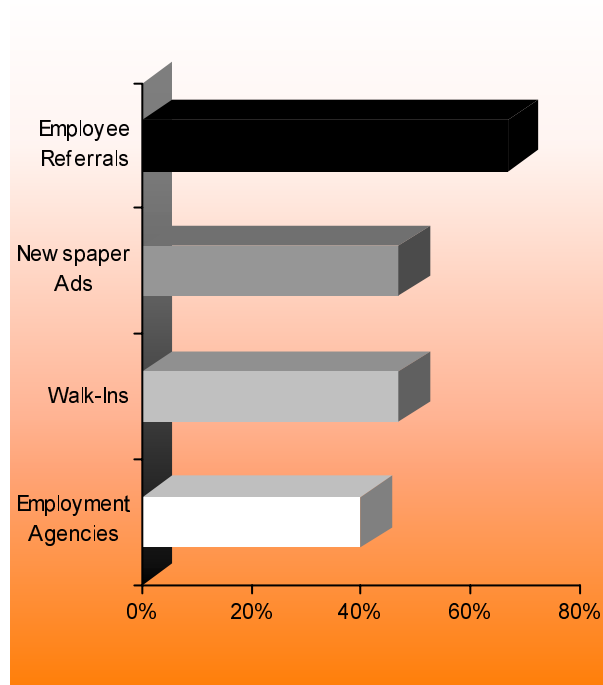
The reported percentages apply to employers responding to these questions.

OTHER INFORMATION

Work Patterns

- 87% of all employers promote.
- 100% of employers surveyed are non-union.
- 79% of employees work full time for an average of 40 hours per week. 2% of employees work part-time for an average of 20 hours per week. 19% of employees work temporary or on-call for an average of 40 hours per week.
- Emerging occupations include Component Engineer and Ball-Grid Manufacturer.
- 61% of the employees are female, and 39% are male.

RECRUITING METHODS



TRAINING PROVIDERS

- Alarm Communications Tech
- California Institute of Customer Engineering
- Garden Grove Adult Education and ROP

Programs Offered: Communications Systems Installer and Repairer, Business Machine Repairer.

For additional Training Providers or details for the providers listed, contact the providers directly or visit the following web sites:

- State Training Inventory www.soicc.ca.gov
- Orangeworks www.orangeworks.org
- I-Train www.i-train.org
- CA Regional Occupational Programs www.carocp.org

CORRECTION OFFICERS AND JAILERS

10 Firms Surveyed with 98 Employees in Occupation. OES Code: 630170

DESCRIPTION

Correction Officers and Jailers guard inmates in penal or rehabilitative institutions in accordance with established regulations and procedures. They may guard prisoners in transit between jail, courtroom, prison, or other point, traveling by automobile or public transportation, and may be designated deputy guard. This occupation includes Deputy Sheriffs who spend the majority of their time guarding prisoners in county correctional institutions.

Alternate Job Titles: Detention Officers, and Custody Officers.

WAGES & BENEFITS

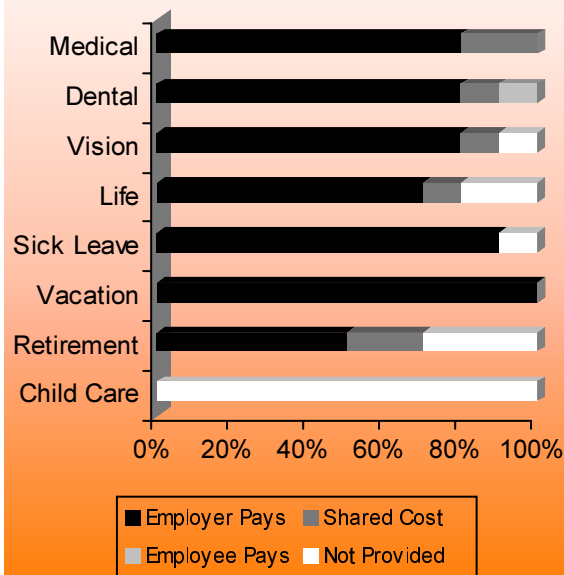
Non-Union, Full and Part-Time Wages

| | Range | Median |
|--------------------------|-------------------|---------|
| New Hires, Inexperienced | \$6.50 - \$16.45 | \$11.48 |
| New Hires, Experienced | \$10.25 - \$16.45 | \$13.35 |
| 3+ Years With Firm | \$14.00 - \$20.99 | \$17.50 |

Union, Full and Part-Time Wages

| | Range | Median |
|--------------------------|-------------------|---------|
| New Hires, Inexperienced | \$16.85 - \$20.00 | \$18.07 |
| New Hires, Experienced | \$15.19 - \$19.00 | \$18.02 |
| 3+ Years With Firm | \$17.33 - \$22.77 | \$21.24 |

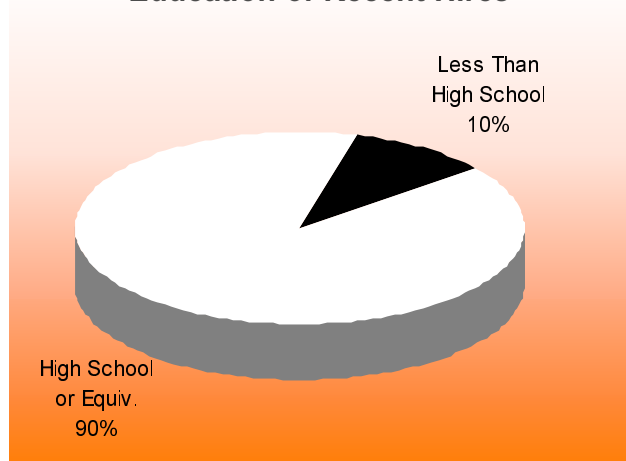
Fringe Benefits



All data is based on full time employment and the percentages of employers responding to this question.

EMPLOYER REQUIREMENTS

Education of Recent Hires



Many employers report they will accept training in lieu of experience. **Most** employers report that technical or vocational training is not required. **Many** employers do not require previous work experience, and **many** employers will accept other types of occupational experience.

SKILLS, LICENSES, & OTHER REQUIREMENTS

TECHNICAL: Ability to write effectively; ability to administer emergency first aid; ability to plan and organize the work of others, and supervisory skills.

PHYSICAL: Ability to pass a physical performance test, and ability to pass a pre-employment medical examination.

PERSONAL OR OTHER: Ability to work independently.

BASIC SKILLS: Basic math skills; ability to read and follow instructions; ability to write legibly, and oral communication skills.

COMPUTER SOFTWARE: Word, Excel, and Finger Printing Program.

FOR CAREER ADVANCEMENT: Leadership; supervision skills; writing skills; good work ethic; attention to detail; bilingual; college education; computer skills, and people skills.

NEW SKILLS: Narcotics seminars.

LICENSE: Possession of a Firearms Qualifications Card.

EMPLOYMENT TRENDS

Supply & Demand

Employers report it is **moderately difficult** to find fully experienced and qualified applicants. It is **very difficult** to find inexperienced applicants. The turnover rate is **23.5%**.

Where The Jobs Are

Local Government

Size of Occupation

Small - 770 -1,280

Job Growth Projection

Orange County Average Job Growth Rate:

19.2%

EDD Forecast Job Growth Rate (1997-2004):

40.3%

Growth Rate:

Much Faster Than Average

| Employment Levels | Decline | Remain Stable | Grow |
|-----------------------|---------|---------------|------|
| Past Year | 0% | 60% | 40% |
| Projected Next 24 Mo. | 0% | 80% | 20% |

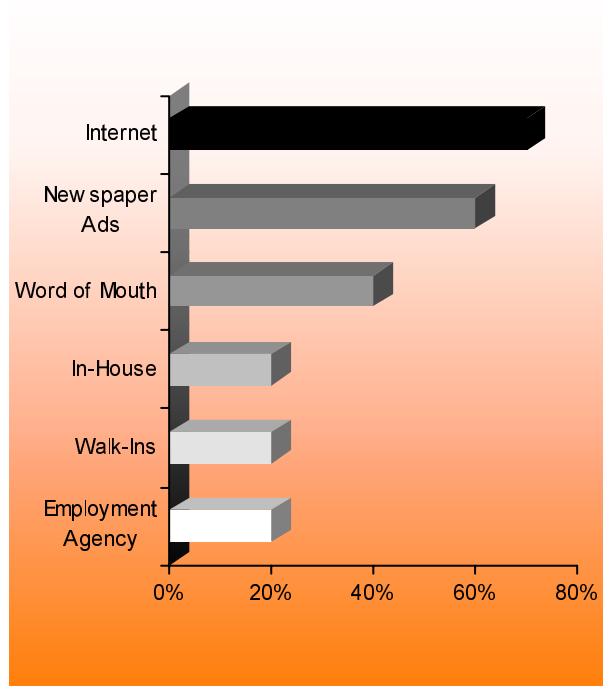
The reported percentages apply to employers responding to these questions.

OTHER INFORMATION

Work Patterns

- 70% of all employers promote.
- 80% of employers surveyed are union. 20% are non-union.
- 95% of employees work full time for an average of 43 hours per week. 5% of employees work part-time for an average of 23 hours per week.
- Emerging occupations include Forensic Fingerprint Scan.
- 20% of the employees are female, and 80% are male.

RECRUITING METHODS



TRAINING PROVIDERS

- Civil Service Academy, Inc.
- Cypress Community College
- Central County Regional Occupational Program - Ritchey Center

Programs Offered: Law Enforcement/Police Science.

For additional Training Providers or details for the providers listed, contact the providers directly or visit the following web sites:

- State Training Inventory www.soicc.ca.gov
- Orangeworks www.orangeworks.org
- I-Train www.i-train.org
- CA Regional Occupational Programs www.carocp.org

DATABASE ADMINISTRATORS

15 Firms Surveyed with 127 Employees in Occupation. OES Code: 251030

DESCRIPTION

Database Administrators coordinate physical changes to computer databases and code, test, and implement the database applying knowledge of database management systems. May design logical and physical databases and coordinate database development as part of a project team.

Alternate Job Titles: Information Systems Manager, Data Administrator, and Database Consultant.

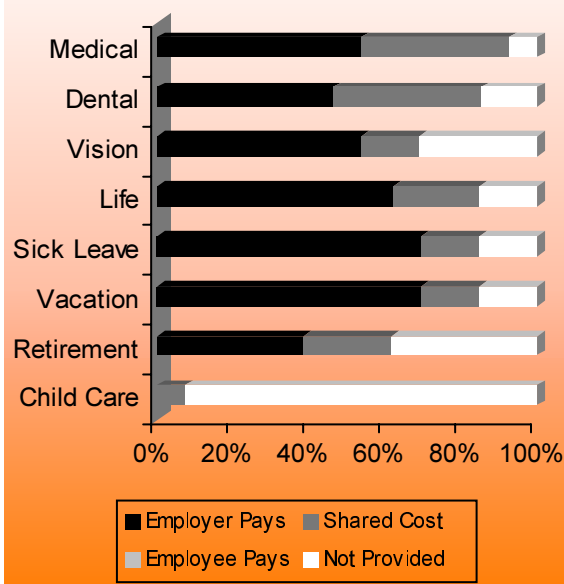
WAGES & BENEFITS

Union and Non-Union Full and Part-Time Wages

| | Range | Median |
|---------------------------|-------------------|---------|
| New Hires, Inexperienced* | \$0.00 - \$0.00 | \$0.00 |
| New Hires, Experienced | \$11.00 - \$40.75 | \$26.37 |
| 3+ Years With Firm | \$15.00 - \$50.00 | \$34.09 |

* Work Experience Required

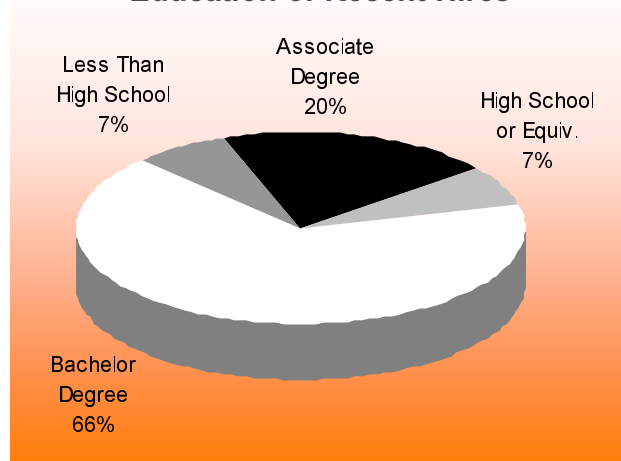
Fringe Benefits



All data is based on full time employment and the percentages of employers responding to this question.

EMPLOYER REQUIREMENTS

Education of Recent Hires



Almost all employers report they will not accept training in lieu of experience. **Many** employers report that technical or vocational training is not required. **All** employers require previous work experience and **most** will not accept other types of occupational experience.

SKILLS, LICENSES, & OTHER REQUIREMENTS

TECHNICAL: Ability to write effectively; ability to write documentation of computer procedures; ability to analyze data to solve problems, and knowledge of software applications.

PERSONAL OR OTHER: Ability to work independently; ability to work under pressure; and customer service skills.

BASIC SKILLS: Ability to write effectively; oral communication skills; basic math skills, and ability to think logically.

COMPUTER SOFTWARE: Word, Excel, Access, C++, Oracle, Unix, and SQL.

FOR CAREER ADVANCEMENT: Leadership; team skills; communication skills; problem solving skills; software networking skills; troubleshooting; financial knowledge; logical thinking; management and good customer skills; good work ethic, and flexibility.

NEW SKILLS: Cisco routing programming, Java application knowledge, and keeping current with new software applications.

DATABASE ADMINISTRATORS

15 Firms Surveyed with 127 Employees in Occupation. OES Code: 251030

EMPLOYMENT TRENDS

Supply & Demand

Employers report it is **moderately difficult** to find fully experienced and qualified applicants. Experience is required for all applicants. The turnover rate is **26.6%**.

Where The Jobs Are

Computer and Data Processing Service
Offices and Clinics of Medical Doctors

Size of Occupation

Small - 1,320 -1,900

Job Growth Projection

Orange County Average Job Growth Rate:

19.2%

EDD Forecast Job Growth Rate (1997-2004):

43.9%

Growth Rate:

Much Faster Than Average

| Employment Levels | Decline | Remain Stable | Grow |
|-----------------------|---------|---------------|------|
| Past Year | 0% | 60% | 40% |
| Projected Next 24 Mo. | 7% | 53% | 40% |

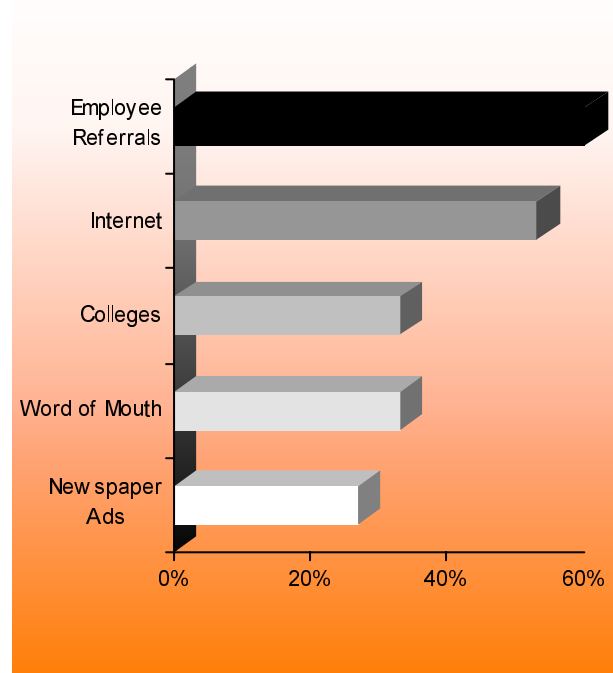
The reported percentages apply to employers responding to these questions.

OTHER INFORMATION

Work Patterns

- 67% of all employers promote.
- 100% of employers surveyed are non-union.
- 97% of employees work full time for an average of 40 hours per week. 2% of employees work part-time for an average of 25 hours per week. 1% work temporary for an average of 20 hours per week. 1% work seasonal for an average of 40 hours per week.
- Emerging occupations include Web Developers.
- 27% of the employees are female, and 73% are male.

RECRUITING METHODS



TRAINING PROVIDERS

- Argosy University
- California State University, Fullerton
- Concordia University

Programs Offered: Computer and Information Sciences, and Management Information Systems and Business Data Processing.

For additional Training Providers or details for the providers listed, contact the providers directly or visit the following web sites:

- State Training Inventory www.soicc.ca.gov
- Orangeworks www.orangeworks.org
- I-Train www.i-train.org
- CA Regional Occupational Programs www.carocp.org



FITNESS/WELLNESS COORDINATORS

15 Firms Surveyed with 112 Employees in Occupation. Non-OES Code: 77127999

DESCRIPTION

Fitness / Wellness Coordinators provide health and fitness related information and programs to employees in a business setting. Fitness / Wellness Coordinators also arrange health fairs, seminars, and workshops.

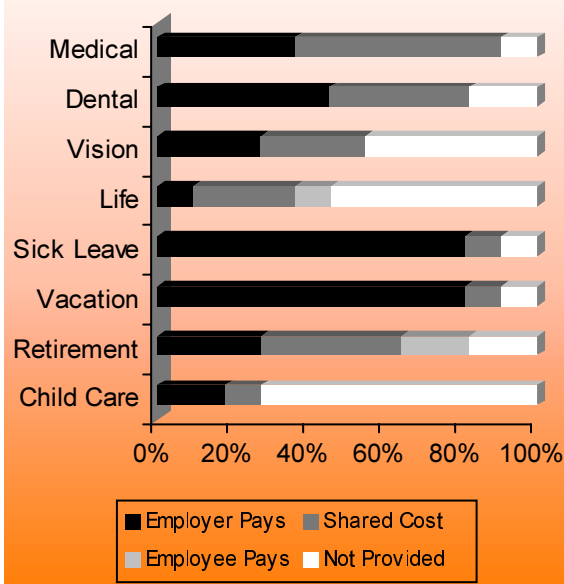
Alternate Job Titles: Gym Instructor, Fitness Manager, Health Promoters, Health Educators, and Benefits Counselor.

WAGES & BENEFITS

Union and Non-Union Full and Part-Time Wages

| | Range | Median |
|--------------------------|-------------------|---------|
| New Hires, Inexperienced | \$6.50 - \$17.90 | \$11.19 |
| New Hires, Experienced | \$7.00 - \$19.18 | \$16.00 |
| 3+ Years With Firm | \$10.00 - \$31.00 | \$18.00 |

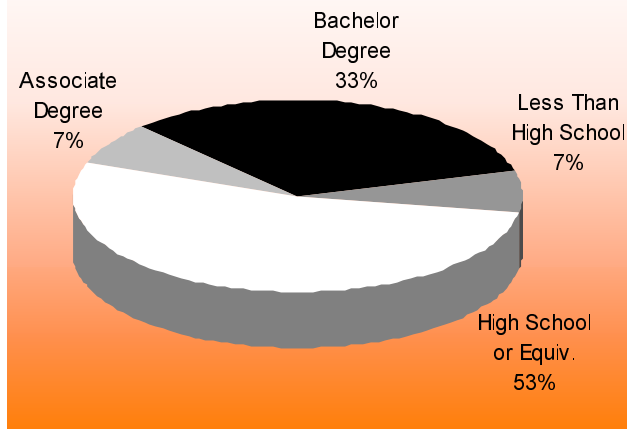
Fringe Benefits



All data is based on full time employment and the percentages of employers responding to this question.

EMPLOYER REQUIREMENTS

Education of Recent Hires



Most employers report they will accept training in lieu of experience. **Many** employers report that technical or vocational training is not required. **Some** employers require previous work experience, and **many** employers will not accept other types of occupational experience.

SKILLS, LICENSES, & OTHER REQUIREMENTS

TECHNICAL: Knowledge of anatomy and physiology; ability to perform CPR; ability to administer emergency first aid; ability to apply teaching techniques, exercise equipment use skills, and possession of the Certified Health Education Specialist (C.H.E.S.) certificate.

PHYSICAL: Ability to pass a pre-employment medical examination.

PERSONAL OR OTHER: Ability to work independently; ability to exercise patience; customer service skills; willingness to work with close supervision, and leadership skills.

BASIC SKILLS: Basic math skills; ability to read and follow instructions, and oral communication skills.

COMPUTER SOFTWARE: Word, Excel, Access, and PowerPoint.

FOR CAREER ADVANCEMENT: Leadership skills; organizational and communication skills; HIV knowledge; self-motivated; bilingual, and management skills.

NEW SKILLS: Work with clients with multiple diagnosis, and going to health seminars.

FITNESS/WELLNESS COORDINATORS

15 Firms Surveyed with 112 Employees in Occupation. Non-OES Code: 77127999

EMPLOYMENT TRENDS

Supply & Demand

Employers report it is **not difficult** to find fully experienced and qualified applicants. It is **moderately difficult** to find inexperienced applicants. The turnover rate is **17.3%**.

Where The Jobs Are

Information Not Available

Size of Occupation

Information Not Available

Job Growth Projection

Orange County Average Job Growth Rate:

19.2%

EDD Forecast Job Growth Rate (1997-2004):

Information Not Available

Growth Rate:

Information Not Available

| Employment Levels | Decline | Remain Stable | Grow |
|-----------------------|---------|---------------|------|
| Past Year | 0% | 47% | 53% |
| Projected Next 24 Mo. | 7% | 33% | 60% |

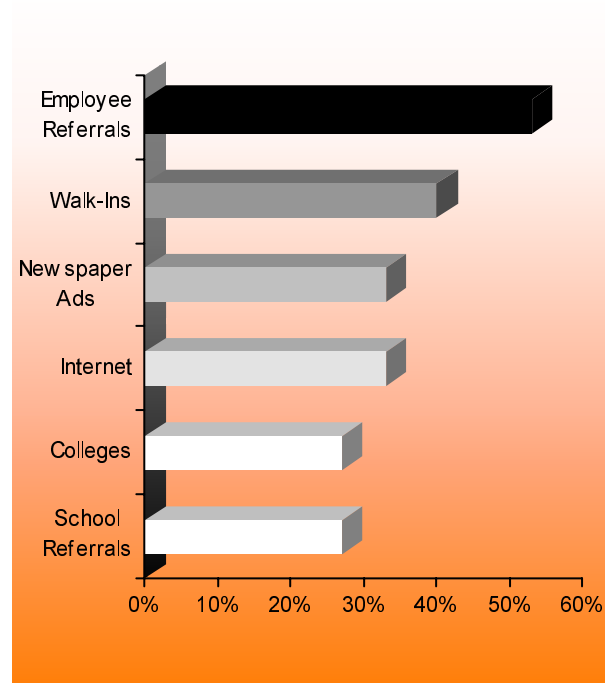
The reported percentages apply to employers responding to these questions.

OTHER INFORMATION

Work Patterns

- 80% of all employers promote.
- 93% of employers surveyed are non-union. 7% of employers are union.
- 62% of employees work full time for an average of 40 hours per week. 38% of employees work part-time for an average of 24 hours per week. 1% work seasonal for an average of 16 hours per week.
- 76% of the employees are female, and 24% are male.

RECRUITING METHODS



TRAINING PROVIDERS

- University of California Irvine - School of Social Ecology, UCI Health Promotion Center
- California State University Fullerton - Ruby Gerontology Center, Lifespan Wellness Clinic
- Coastline Community College

Programs Offered – Health Education, Physical Fitness Education, Fitness and Aging, Workplace Wellness.

For additional Training Providers or details for the providers listed, contact the providers directly or visit the following web sites:

- State Training Inventory www.soicc.ca.gov
- Orangeworks www.orangeworks.org
- I-Train www.i-train.org
- CA Regional Occupational Programs www.carocp.org

FOREIGN LANGUAGE AND LITERATURE TEACHERS, POSTSECONDARY

15 Firms Surveyed with 263 Employees in Occupation. OES Code: 312150

DESCRIPTION

Foreign Language and Literature Teachers, Postsecondary, teach courses in foreign (e.g., other than English) languages and literature.

Alternate Job Titles: Foreign Language Instructors, and Faculty Members/Professors.

WAGES & BENEFITS

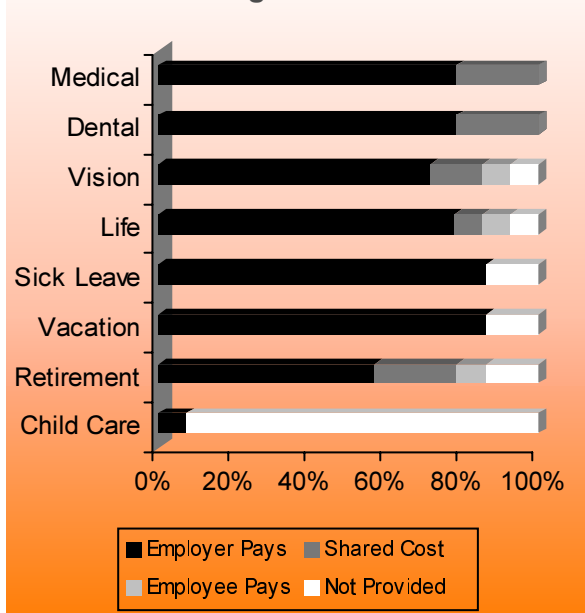
Non-Union, Full and Part-Time Wages

| | Range | Median |
|--------------------------|------------------|---------|
| New Hires, Inexperienced | \$6.25 - \$23.97 | \$17.58 |
| New Hires, Experienced | \$7.50 - \$23.97 | \$18.65 |
| 3+ Years With Firm | \$8.95 - \$29.39 | \$20.57 |

Union, Full and Part-Time Wages

| | Range | Median |
|--------------------------|-------------------|---------|
| New Hires, Inexperienced | \$16.94 - \$20.14 | \$18.61 |
| New Hires, Experienced | \$17.74 - \$22.05 | \$21.58 |
| 3+ Years With Firm | \$20.14 - \$24.93 | \$21.73 |

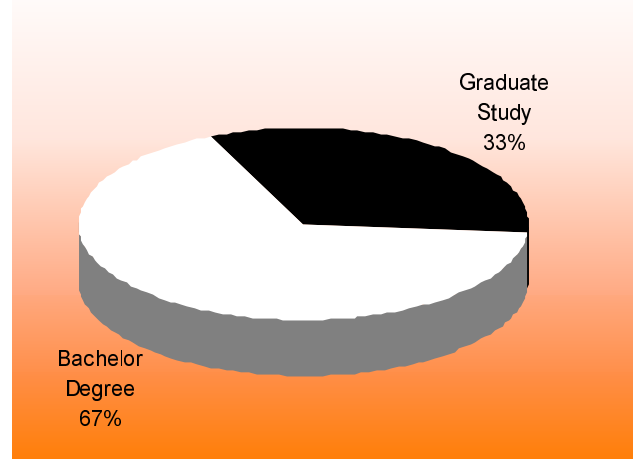
Fringe Benefits



All data is based on full time employment and the percentages of employers responding to this question.

EMPLOYER REQUIREMENTS

Education of Recent Hires



Almost all employers report they will not accept training in lieu of experience. **Almost all** employers report that technical or vocational training is not required. **Many** employers do not require previous work experience, and **most** employers will not accept other types of occupational experience.

SKILLS, LICENSES, & OTHER REQUIREMENTS

TECHNICAL: Possession of a designated subjects teaching credential; ability to analyze statistics; ability to write effectively; ability to use computer applications in research; counseling skills; library research skills, and foreign language fluency.

PERSONAL OR OTHER: Willingness to work nights, and ability to work independently.

BASIC SKILLS: Basic math skills; ability to write legibly, and oral communication skills.

COMPUTER SOFTWARE: Word, Excel, and Access.

FOR CAREER ADVANCEMENT: Scholarship; community service; budget and time management; communication skills; research; scholarly publications; flexibility; good work ethic; teaching skills; leadership; flexibility, and professional growth.

FOREIGN LANGUAGE AND LITERATURE TEACHERS, POSTSECONDARY

15 Firms Surveyed with 263 Employees in Occupation. OES Code: 312150

EMPLOYMENT TRENDS

Supply & Demand

Employers report it is **moderately difficult** to find fully experienced and qualified applicants. It is also **moderately difficult** to find inexperienced applicants. The turnover rate is **5.7%**.

Where The Jobs Are

Colleges and Universities

Size of Occupation

Small - 90 -1,110

Job Growth Projection

Orange County Average Job Growth Rate:

19.2%

EDD Forecast Job Growth Rate (1997-2004):

22.2%

Growth Rate:

Faster Than Average

| Employment Levels | Decline | Remain Stable | Grow |
|-----------------------|---------|---------------|------|
| Past Year | 0% | 53% | 47% |
| Projected Next 24 Mo. | 0% | 53% | 47% |

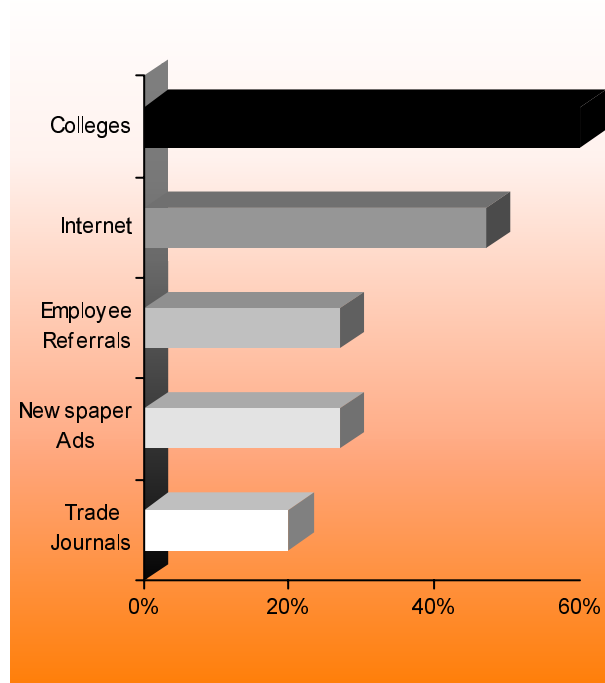
The reported percentages apply to employers responding to these questions.

OTHER INFORMATION

Work Patterns

- 53% of all employers promote.
- 33% of employers surveyed are union. 67% are non-union.
- 67% of employees work full time for an average of 40 hours per week. 33% of employees work part-time for an average of 16 hours per week.
- 62% of the employees are female, and 38% are male.

RECRUITING METHODS



TRAINING PROVIDERS

- Chapman University
- National University
- Soka University - Aliso Viejo Campus

Programs Offered: Liberal Arts Studies, General Teacher Education, Foreign Language Studies.

For additional Training Providers or details for the providers listed, contact the providers directly or visit the following web sites:

- State Training Inventory www.soicc.ca.gov
- Orangeworks www.orangeworks.org
- I-Train www.i-train.org
- CA Regional Occupational Programs www.carocp.org

GRAPHIC ART DESIGNERS

15 Firms Surveyed with 44 Employees in Occupation. Non-OES Code: 141061996

DESCRIPTION

Graphic Art Designers apply extensive training in the theory and practice of graphic design to produce visually appealing material used for advertising, promotional, publishing, or communication purposes.

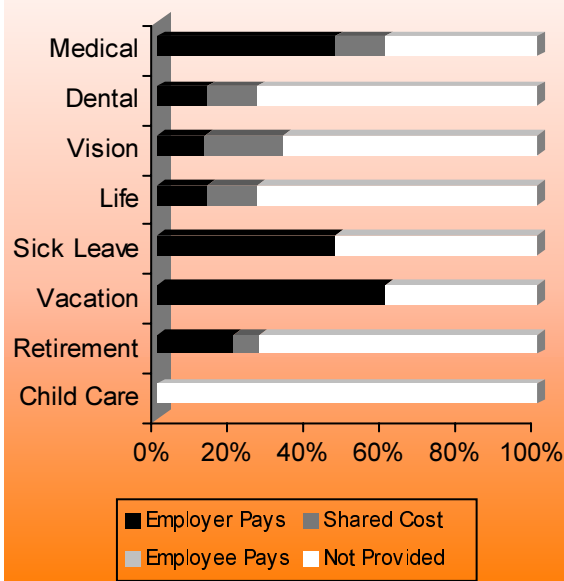
Alternate Job Titles: Graphic Designer, Graphic Artist, and Art Director.

WAGES & BENEFITS

Union and Non-Union Full and Part-Time Wages

| | Range | Median |
|--------------------------|-------------------|---------|
| New Hires, Inexperienced | \$7.00 - \$15.00 | \$10.00 |
| New Hires, Experienced | \$8.63 - \$16.00 | \$12.66 |
| 3+ Years With Firm | \$11.99 - \$30.00 | \$20.00 |

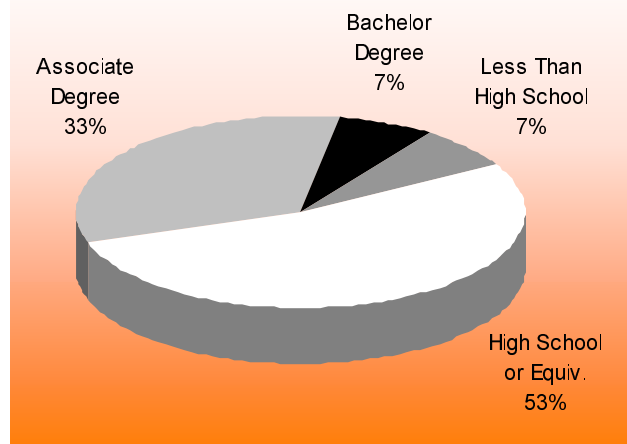
Fringe Benefits



All data is based on full time employment and the percentages of employers responding to this question.

EMPLOYER REQUIREMENTS

Education of Recent Hires



Most employers report they will not accept training in lieu of experience. **Many** employers report that technical or vocational training is not required. **Most** employers require previous work experience and **almost all** will not accept other types of occupational experience.

SKILLS, LICENSES, & OTHER REQUIREMENTS

TECHNICAL: Knowledge of design and production techniques, principles, tools, and instruments.

PERSONAL OR OTHER: Ability to work independently; ability to work under pressure; ability to work as a team member; visual skills, and good visual color discrimination.

BASIC SKILLS: Oral communication and comprehension skills.

COMPUTER SOFTWARE: Word, Excel, Quark Express, Adobe PhotoShop and Illustrator; knowledge of Macintosh computers and graphics software.

FOR CAREER ADVANCEMENT: Client communication skills; detail oriented; efficiency; adaptability; creativity; leadership; interpersonal skills; critical thinking, and professionalism.

NEW SKILLS: Knowledge of 3-D software; cross platforming; web design and development, and adapting to new technology.

EMPLOYMENT TRENDS

Supply & Demand

Employers report it is **very difficult** to find fully experienced and qualified applicants. It is also **very difficult** to find inexperienced applicants. The turnover rate is **5.9%**.

Where The Jobs Are

Information Not Available

Size of Occupation

Information Not Available

Job Growth Projection

Orange County Average Job Growth Rate:

19.2%

EDD Forecast Job Growth Rate (1997-2004):

Information Not Available

Growth Rate:

Information Not Available

| Employment Levels | Decline | Remain Stable | Grow |
|-----------------------|---------|---------------|------|
| Past Year | 0% | 47% | 53% |
| Projected Next 24 Mo. | 7% | 27% | 67% |

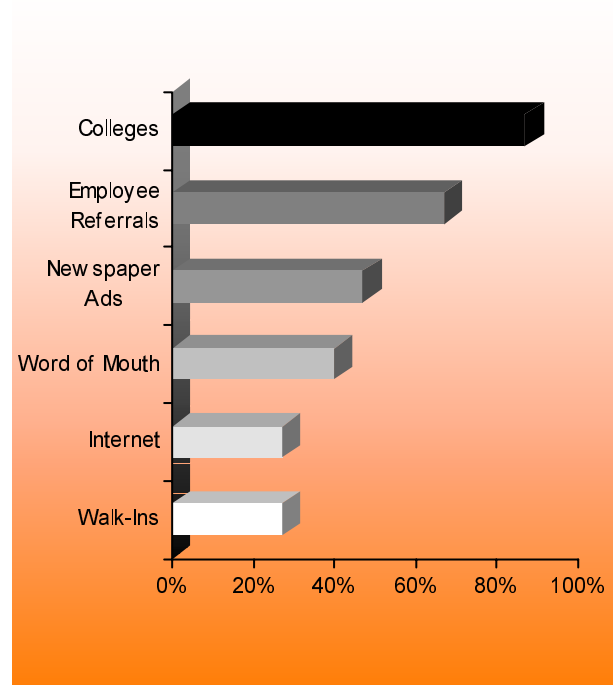
The reported percentages apply to employers responding to these questions.

OTHER INFORMATION

Work Patterns

- 33% of all employers promote.
- 100% of employers surveyed are non-union.
- 84% of employees work full time for an average of 40 hours per week. 16% of employees work part-time for an average of 30 hours per week.
- Emerging occupations include Web Designers and Developers.
- 34% of the employees are female, and 66% are male.

RECRUITING METHODS



TRAINING PROVIDERS

- Coastline College Tech Center
- CompUSA Training Supercenter
- Wolden Multimedia Institute

Programs Offered – Computer and Information Sciences, Management Information Systems, and Business Data Processing.

For additional Training Providers or details for the providers listed, contact the providers directly or visit the following web sites:

- State Training Inventory www.soicc.ca.gov
- Orangeworks www.orangeworks.org
- I-Train www.i-train.org
- CA Regional Occupational Programs www.carocp.org

HEATING, AIR CONDITIONING, & REFRIGERATION MECHANICS AND INSTALLERS

17 Firms Surveyed with 292 Employees in Occupation. OES Code: 859020

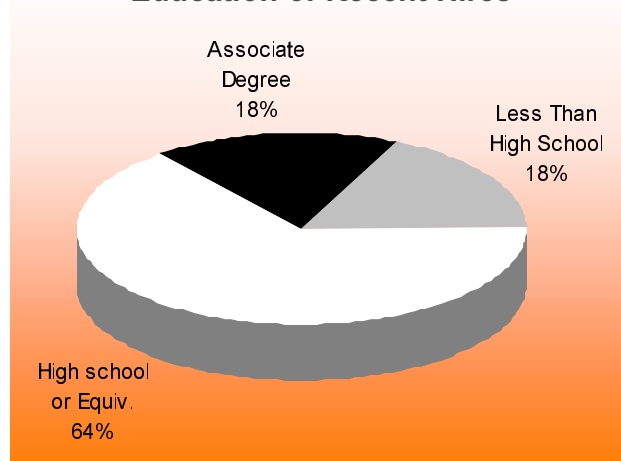
DESCRIPTION

Heating, Air Conditioning, and Refrigeration Mechanics and Installers install and repair heating, air conditioning, and refrigeration systems. Their duties may include installation and repair of oil burners, hot-air furnaces, heating stoves, and similar equipment in homes and commercial establishments using hand and pipe threading tools. They may also install and repair cooling and central air conditioning systems. Does not include workers who do only plumbing and pipefitting work.

Alternate Job Titles: A/C Technician, Service Technicians, Sheet Metal Workers, and Air Conditioning Service Mechanics.

EMPLOYER REQUIREMENTS

Education of Recent Hires



Many employers report they will accept training in lieu of experience. **Most** employers report that technical or vocational training is required. **Many** employers require previous work experience and **most** will not accept other types of occupational experience.

WAGES & BENEFITS

Union and Non-Union Full and Part-Time Wages

| | Range | Median |
|--------------------------|-------------------|---------|
| New Hires, Inexperienced | \$6.25 - \$18.00 | \$9.50 |
| New Hires, Experienced | \$8.00 - \$25.00 | \$12.00 |
| 3+ Years With Firm | \$12.00 - \$38.00 | \$25.00 |

SKILLS, LICENSES, & OTHER REQUIREMENTS

TECHNICAL: Welding skills; bondable; understanding circuit design; ability to read blueprints; cost estimating skills; sheet metal working skills; plumbing skills; pipefitting skills; soldering skills; problem solving skills, and possession of a valid driver's license.

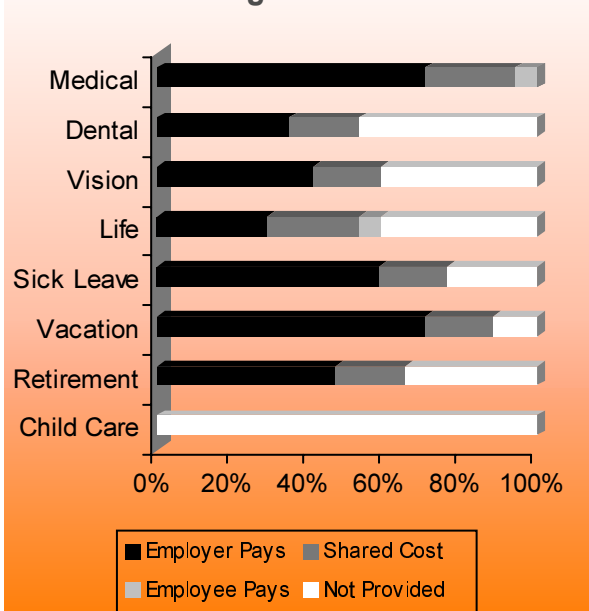
PERSONAL OR OTHER: Ability to work independently; ability to lift at least 100 lbs. repeatedly; ability to provide own hand tools; possession of a good DMV driving record, and public contact skills.

BASIC SKILLS: Ability to read and follow instructions; ability to write legibly; oral communication skills, and basic math skills.

COMPUTER SOFTWARE: Word, Excel, and Access.

FOR CAREER ADVANCEMENT: Communication skills; mechanical ability; quality work; enthusiasm; mechanical aptitude; dependability, and ability to read blueprints.

Fringe Benefits



All data is based on full time employment and the percentages of employers responding to this question.

HEATING, AIR CONDITIONING, & REFRIGERATION MECHANICS AND INSTALLERS

17 Firms Surveyed with 292 Employees in Occupation. OES Code: 859020

EMPLOYMENT TRENDS

Supply & Demand

Employers report it is **very difficult** to find fully experienced and qualified applicants. It is also **very difficult** to find inexperienced applicants. The turnover rate is **4.4%**.

Where The Jobs Are

Plumbing, Heating, Air-Conditioning Industry
Electrical Repair Shops

Size of Occupation

Small - 1,630 - 2,130

Job Growth Projection

Orange County Average Job Growth Rate:

19.2%

EDD Forecast Job Growth Rate (1997-2004):

30.7%

Growth Rate:

Much Faster Than Average

| Employment Levels | Decline | Remain Stable | Grow |
|-----------------------|---------|---------------|------|
| Past Year | 12% | 29% | 59% |
| Projected Next 24 Mo. | 12% | 41% | 47% |

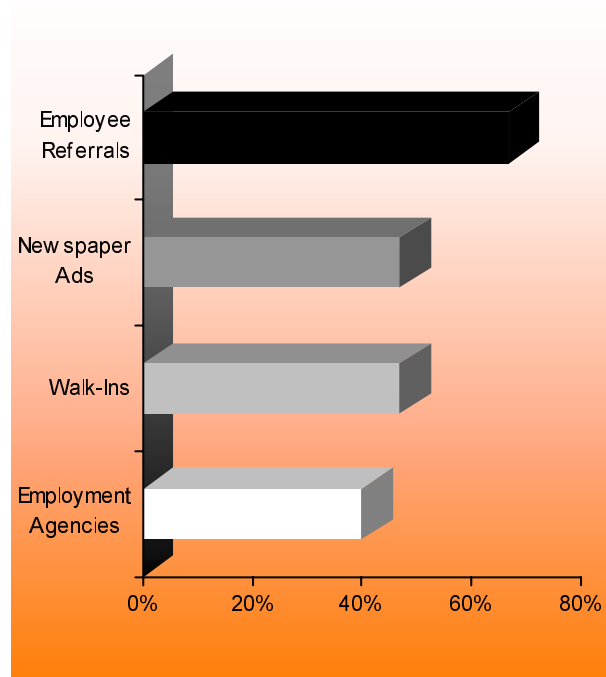
The reported percentages apply to employers responding to these questions.

OTHER INFORMATION

Work Patterns

- 71% of all employers promote.
- 82% of employers surveyed are non-union. 18% of employers surveyed are union.
- 100% of employees work full time for an average of 40 hours per week.
- Emerging occupations include Air Duct Cleaning.
- 1% of the employees are female, and 99% are male.

RECRUITING METHODS



TRAINING PROVIDERS

- Brownson Technical School
- Central County Regional Occupational Program
- Practical Schools

Programs Offered: Heating, Air Conditioning and Refrigeration Mechanic and Technician.

For additional Training Providers or details for the providers listed, contact the providers directly or visit the following web sites:

- State Training Inventory www.soicc.ca.gov
- Orangeworks www.orangeworks.org
- I-Train www.i-train.org
- CA Regional Occupational Programs www.carocp.org

LOAN AND CREDIT CLERKS

16 Firms Surveyed with 98 Employees in Occupation. OES Code: 531210

DESCRIPTION

Loan and Credit Clerks assemble documents, prepare papers, process applications, and complete transactions of individuals applying for loans and credit. Loan Clerks review loan papers to insure completeness; operate typewriters to prepare correspondence, reports, and loan documents from draft; and complete transactions between a loan establishment, borrowers, and sellers upon approval of loan. Credit Clerks interview applicants to obtain personal and financial data, determine credit worthiness, process applications, and notify customer of acceptance or rejection of credit. Does not include Loan Interviewers.

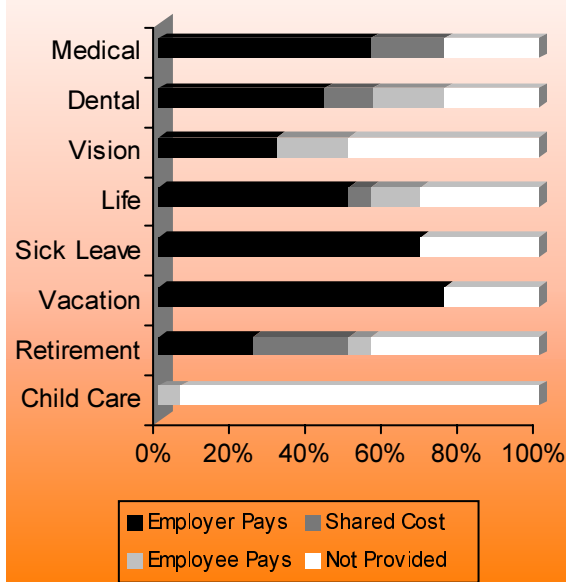
Alternate Job Titles: Loan Processors, Loan Officers, Credit Officers, Note Department Clerks, and Contract Processors.

WAGES & BENEFITS

Union and Non-Union Full and Part-Time Wages

| | Range | Median |
|--------------------------|------------------|---------|
| New Hires, Inexperienced | \$7.00 - \$13.90 | \$10.30 |
| New Hires, Experienced | \$8.00 - \$20.14 | \$12.24 |
| 3+ Years With Firm | \$8.63 - \$23.01 | \$13.69 |

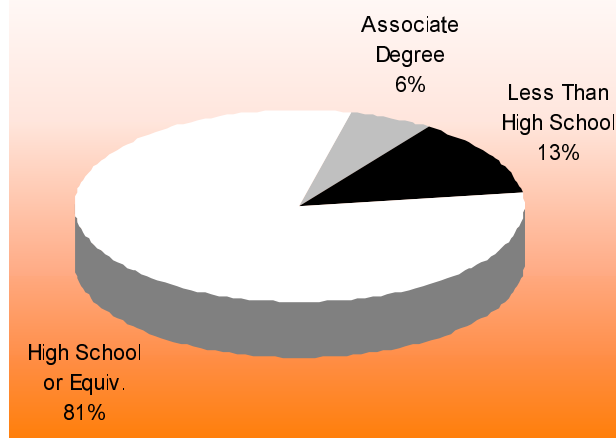
Fringe Benefits



All data is based on full time employment and the percentages of employers responding to this question.

EMPLOYER REQUIREMENTS

Education of Recent Hires



Many employers report they will not accept training in lieu of experience. **Most** employers report that technical or vocational training is not required. **Some** employers require previous work experience and **many** will not accept other types of occupational experience.

SKILLS, LICENSES, & OTHER REQUIREMENTS

TECHNICAL: Business math skills; telephone answering skills; ability to perform detailed clerical work; ability to interview others for information; ability to use a calculator; ability to write effectively; record keeping skills, and ability to type at least 45 wpm.

PERSONAL OR OTHER: Ability to work independently; ability to work under pressure; willingness to work with close supervision; customer service skills, and public contact skills.

BASIC SKILLS: Ability to write legibly; oral communication skills, and ability to read and follow instructions.

COMPUTER SOFTWARE: Word, Excel, and Access.

FOR CAREER ADVANCEMENT: Detail oriented; computer skills; math skills; good customer relations; social skills; interpersonal skills; knowledge of business; willingness to work overtime; competence; organizational skills; negotiating skills, and telephone communication skills.

NEW SKILLS: Knowledge of new investor package.

LOAN AND CREDIT CLERKS

16 Firms Surveyed with 98 Employees in Occupation. OES Code: 531210

EMPLOYMENT TRENDS

Supply & Demand

Employers report it is **moderately difficult** to find fully experienced and qualified applicants. It is also **moderately difficult** to find inexperienced applicants. The turnover rate is **53.7%**.

Where The Jobs Are

Mortgage Bankers and Brokers
Commercial Banks

Size of Occupation

Medium - 2,650 - 3,270

Job Growth Projection

Orange County Average Job Growth Rate:

19.2%

EDD Forecast Job Growth Rate (1997-2004):

23.4%

Growth Rate:

Faster Than Average

| Employment Levels | Decline | Remain Stable | Grow |
|-----------------------|---------|---------------|------|
| Past Year | 0% | 50% | 50% |
| Projected Next 24 Mo. | 0% | 38% | 63% |

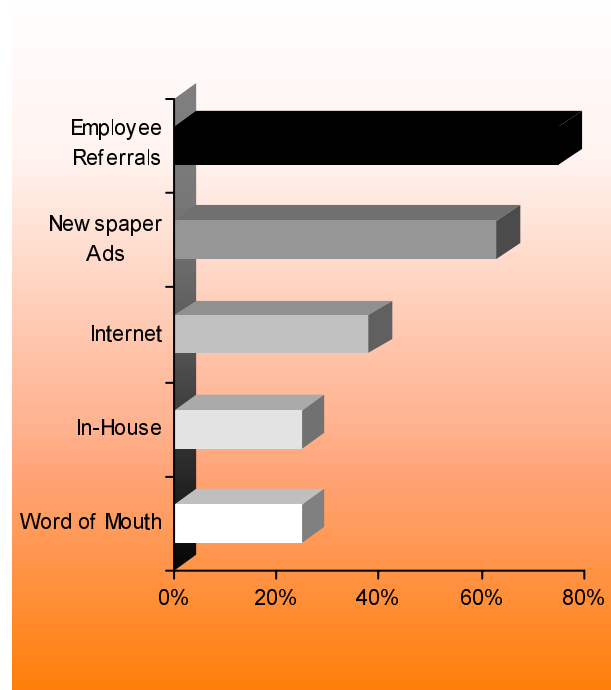
The reported percentages apply to employers responding to these questions.

OTHER INFORMATION

Work Patterns

- 63% of all employers promote.
- 100% of employers surveyed are non-union.
- 95% of employees work full time for an average of 42 hours per week. 5% of employees work part-time for an average of 30 hours per week.
- 43% of the employees are female, and 57% are male.

RECRUITING METHODS



TRAINING PROVIDERS

- American School of Mortgage Banking
- Irvine Valley College
- North Orange County Regional Occupational Program

Programs Offered – Banking and Financial Support Services.

For additional Training Providers or details for the providers listed, contact the providers directly or visit the following web sites:

- State Training Inventory www.soicc.ca.gov
- Orangeworks www.orangeworks.org
- I-Train www.i-train.org
- CA Regional Occupational Programs www.carocp.org

DESCRIPTION

Machinists set up and operate machine tools and fit and assemble parts to make or repair metal parts, mechanisms, tools or machines by applying their knowledge of mechanics, shop mathematics, metal properties, and layout machining procedures. They study specifications, such as blueprints, sketches, or descriptions or parts to be replaced, and they plan sequences of operations.

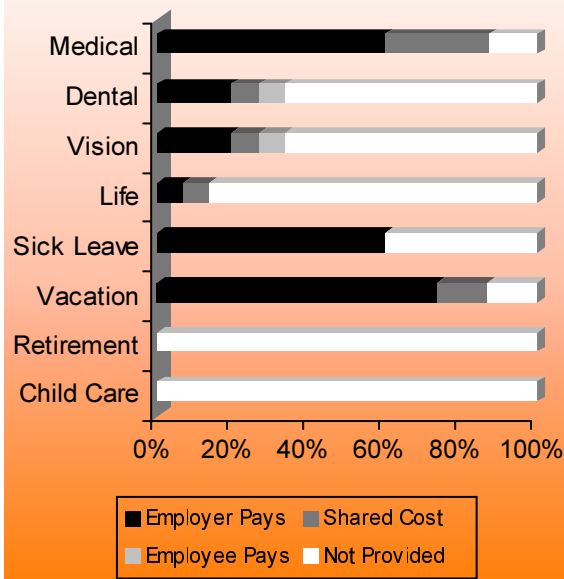
Alternate Job Titles: Set-up Machinists, General Machinists, and CNC Machinists.

WAGES & BENEFITS

Union and Non-Union Full and Part-Time Wages

| | Range | Median |
|--------------------------|-------------------|---------|
| New Hires, Inexperienced | \$6.75 - \$9.00 | \$6.75 |
| New Hires, Experienced | \$7.00 - \$16.78 | \$10.00 |
| 3+ Years With Firm | \$11.00 - \$21.58 | \$15.00 |

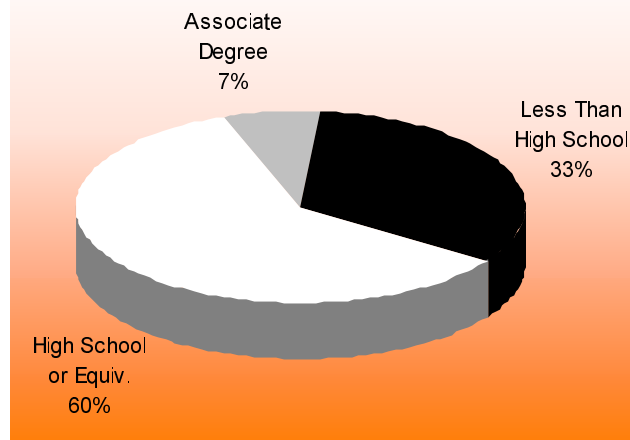
Fringe Benefits



All data is based on full time employment and the percentages of employers responding to this question.

EMPLOYER REQUIREMENTS

Education of Recent Hires



Most employers report they will not accept training in lieu of experience. **Almost all** employers report that technical or vocational training is not required. **Almost all** employers require previous work experience and **almost all** will not accept other types of occupational experience.

SKILLS, LICENSES, & OTHER REQUIREMENTS

TECHNICAL: Ability to read blueprints; ability to use hand tools; ability to write effectively; ability to use precision tools; understanding of military specifications; ability to operate numerically controlled (NC) machines; ability to operate computer numerically controlled (CNC) machines, and shop math skills.

PERSONAL OR OTHER: Ability to provide own hand tools; ability to work independently; willingness to work with close supervision; manual dexterity; ability to lift at least 50 lbs. repeatedly; ability to perform precision work, and ability to stand continuously for 2 or more hours.

BASIC SKILLS: Ability to read and follow instructions; ability to write legibly, and oral communication skills.

COMPUTER SOFTWARE: Word, Excel, Access, Adobe, and Numerical Control and Computer-Aided Manufacturing.

FOR CAREER ADVANCEMENT: Communication skills; math skills; good productivity; quality work; knowledge of computer software; machining skills, and leadership.

NEW SKILLS: Computer controlled machines.

EMPLOYMENT TRENDS

Supply & Demand

Employers report it is **very difficult** to find fully experienced and qualified applicants. It is **moderately difficult** to find inexperienced applicants. The turnover rate is **27.9%**.

Where The Jobs Are

Industrial Machinery
Aircraft and Parts

Size of Occupation

Large - 5,910 – 7,010

Job Growth Projection

Orange County Average Job Growth Rate:

19.2%

EDD Forecast Job Growth Rate (1997-2004):

18.6%

Growth Rate:

Average

| Employment Levels | Decline | Remain Stable | Grow |
|-----------------------|---------|---------------|------|
| Past Year | 20% | 40% | 40% |
| Projected Next 24 Mo. | 13% | 27% | 60% |

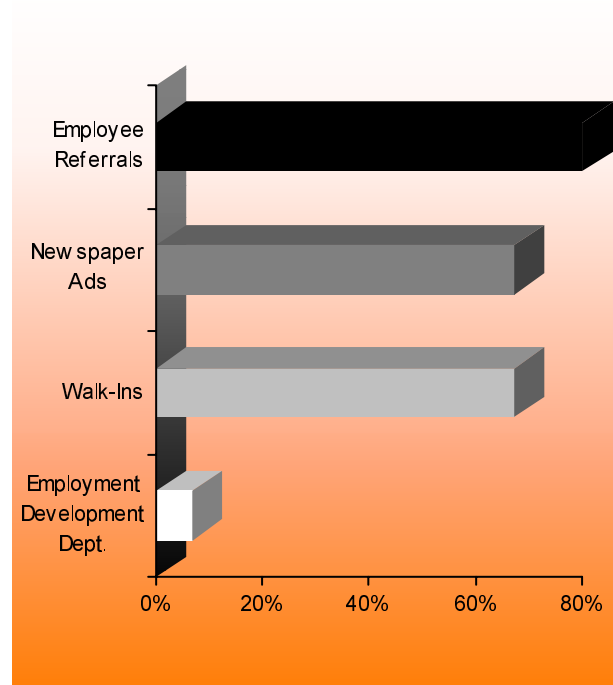
The reported percentages apply to employers responding to these questions.

OTHER INFORMATION

Work Patterns

- 67% of all employers promote.
- 100% of employers surveyed are non-union.
- 96% of employees work full time for an average of 41 hours per week. 4% of employees work part-time for an average of 25 hours per week.
- 23% of the employees are female, and 77% are male.

RECRUITING METHODS



TRAINING PROVIDERS

- California Career Schools
- National Tooling and Machining Association Training
- QPE Technical Institute

Programs Offered – Machine Shop Assistant and Machinist/Machine Technologists.

For additional Training Providers or details for the providers listed, contact the providers directly or visit the following web sites:

- State Training Inventory www.soicc.ca.gov
- Orangeworks www.orangeworks.org
- I-Train www.i-train.org
- CA Regional Occupational Programs www.carocp.org

MAINTENANCE REPAIRERS - GENERAL UTILITY

16 Firms Surveyed with 203 Employees in Occupation. OES Code: 851320

DESCRIPTION

General Utility Maintenance Repairers perform work involving two or more maintenance skills to keep the machines, mechanical equipment, and/or structure of an establishment in repair. This occupation is generally found in a small establishment where specialization in maintenance work is impractical. Their duties may involve pipefitting, boilermaking, insulating, welding, machining, machine and equipment repairing, carpentry, and electrical work, as well as planning and laying out of work relating to repairs; repairing electrical and/or mechanical equipment, installing, aligning and balancing new equipment; and repairing buildings, floors, or stairs.

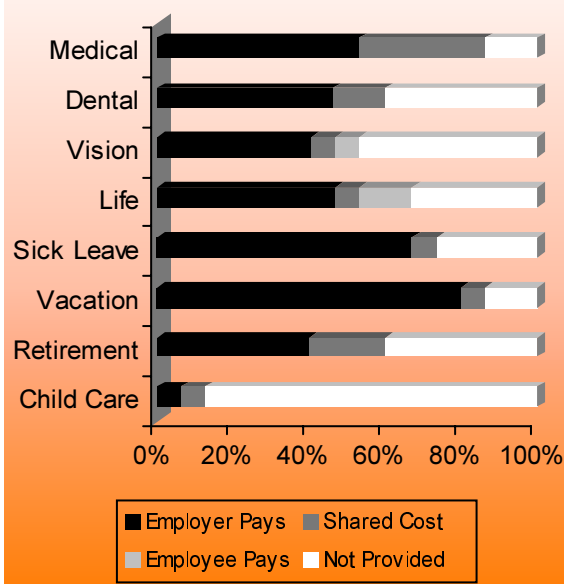
Alternate Job Titles: Maintenance Techs, Handyman, Service Manager, and Maintenance Workers.

WAGES & BENEFITS

Union, Non-Union Full & Part-Time Wages

| | Range | Median |
|--------------------------|-------------------|---------|
| New Hires, Inexperienced | \$10.00 - \$10.00 | \$10.00 |
| New Hires, Experienced | \$6.25 - \$15.86 | \$10.00 |
| 3+ Years With Firm | \$6.25 - \$25.00 | \$14.50 |

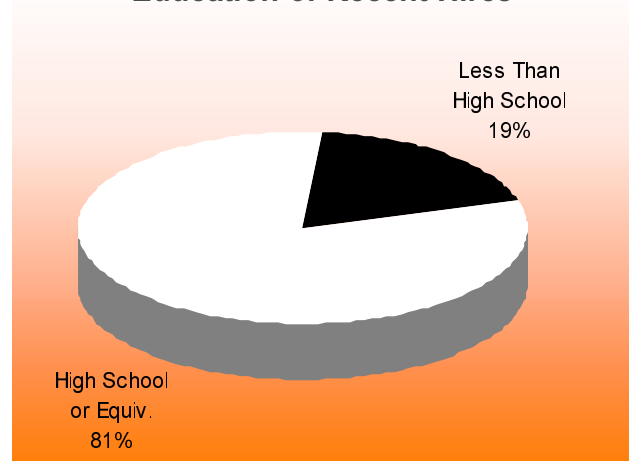
Fringe Benefits



All data is based on full time employment and the percentages of employers responding to this question.

EMPLOYER REQUIREMENTS

Education of Recent Hires



Many employers report they will accept training in lieu of experience. **Almost all** employers report that technical or vocational training is not required. **Almost all** employers require previous work experience, and **most** employers will not accept other types of occupational experience.

SKILLS, LICENSES, & OTHER REQUIREMENTS

TECHNICAL: Plumbing repair skills; carpentry skills; ability to repair and install heating and air conditioning systems; arc welding skills; ability to do cement work; electrical repair skills; gas welding skills; swimming pool maintenance skills; painting skills; ability to operate power hand tools; ability to read blueprints, and record keeping skills.

PERSONAL OR OTHER: Ability to lift at least 50 lbs. repeatedly; ability to provide own hand tools; ability to work independently, and willingness to work with close supervision.

BASIC SKILLS: Basic math skills; ability to read and follow instructions; oral communication skills, and ability to write legibly.

COMPUTER SOFTWARE: Excel and Access.

FOR CAREER ADVANCEMENT: Knowledge of equipment, tools, machines and repairs; HVAC Certificate and certification in areas of specialization; physical ability; journey craft knowledge; people skills; hard worker, and management skills.

EMPLOYMENT TRENDS

Supply & Demand

Employers report it is **moderately difficult** to find fully experienced and qualified applicants. It is **very difficult** to find inexperienced applicants. The turnover rate is **11.3%**.

Where The Jobs Are

Real Estate Agents, Lessors and Managers
Local Government

Size of Occupation

Very Large - 12,410 - 15,450

Job Growth Projection

Orange County Average Job Growth Rate:

19.2%

EDD Forecast Job Growth Rate (1997-2004):

24.5%

Growth Rate:

Faster Than Average

| Employment Levels | Decline | Remain Stable | Grow |
|-----------------------|---------|---------------|------|
| Past Year | 6% | 56% | 38% |
| Projected Next 24 Mo. | 0% | 88% | 13% |

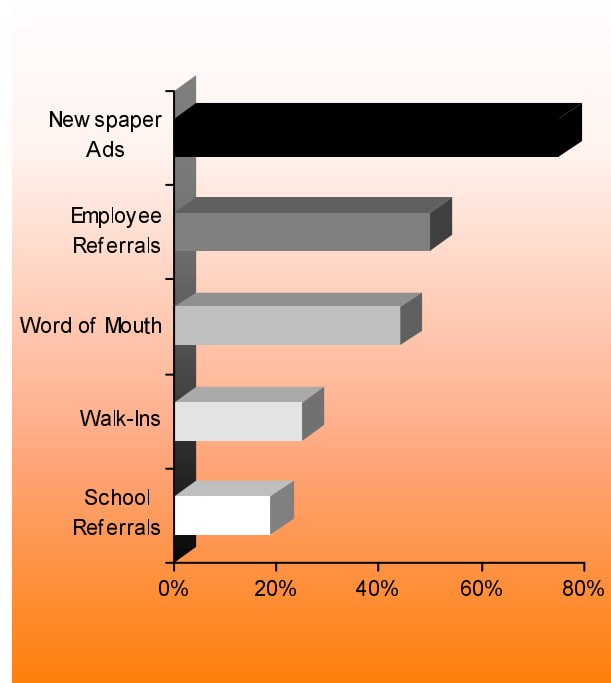
The reported percentages apply to employers responding to these questions.

OTHER INFORMATION

Work Patterns

- 56% of all employers promote.
- 94% of employers surveyed are non-union. 6% of employers surveyed are union.
- 98% of employees work full time for an average of 40 hours per week. 1% of employees work part-time for an average of 31 hours per week. 1% of employees work temporary/on-call for an average of 28 hours per week.
- 5% of the employees are female, and 95% are male.

RECRUITING METHODS



TRAINING PROVIDERS

- Allied Business Schools
- California Career Schools
- Center for Employment Training (CET)

Programs Offered – Mechanics and Repairers, and Building/Property Maintenance and Manager.

For additional Training Providers or details for the providers listed, contact the providers directly or visit the following web sites:

- State Training Inventory www.soicc.ca.gov
- Orangeworks www.orangeworks.org
- I-Train www.i-train.org
- CA Regional Occupational Programs www.carocp.org

MEDICAL RECORDS TECHNICIANS

16 Firms Surveyed with 30 Employees in Occupation. OES Code: 329110

DESCRIPTION

Medical Records technicians compile and maintain medical records of hospital and clinic patients.

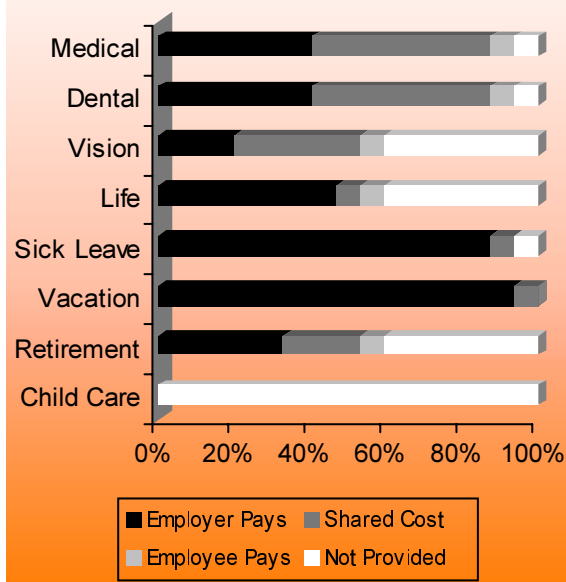
Alternate Job Titles: Medical Records Clerks, Medical Records Techs, and Medical Records Co-ordinators.

WAGES & BENEFITS

Union and Non-Union Full and Part-Time Wages

| | Range | Median |
|--------------------------|------------------|---------|
| New Hires, Inexperienced | \$6.25 - \$11.00 | \$8.00 |
| New Hires, Experienced | \$8.00 - \$16.00 | \$10.50 |
| 3+ Years With Firm | \$9.00 - \$21.00 | \$15.00 |

Fringe Benefits

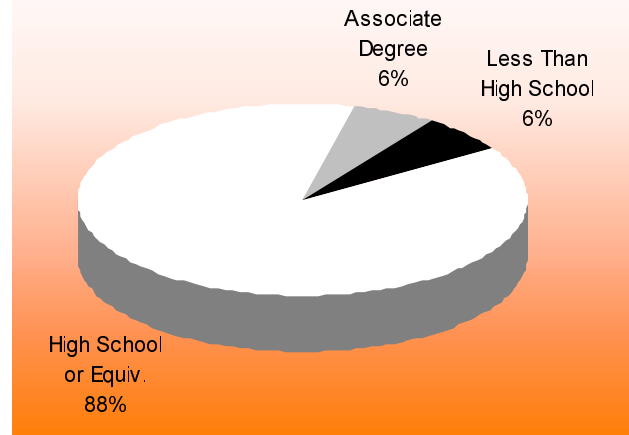


All data is based on full time employment and the percentages of employers responding to this question.

Most employers report they will not accept training in lieu of experience. **Most** employers report that technical or vocational training is not required. **Many** employers require previous work experience and **most** employers will not accept other types of occupational experience.

EMPLOYER REQUIREMENTS

Education of Recent Hires



SKILLS, LICENSES, & OTHER REQUIREMENTS

TECHNICAL: Analytical skills; knowledge of disease processes; knowledge of CPT-4 coding; ability to transcribe medical records and reports; knowledge of DRGs; alphabetic and numeric filing skills; record keeping skills; knowledge of anatomy and physiology; ICD-9-CM coding skills; ability to type at least 45 wpm; knowledge of medical terminology; ability to apply JCAH and Title 22 rules and regulations; possession of a Coding certificate; ability to write effectively, and understanding of Medicare rules and regulations.

PERSONAL OR OTHER: Ability to work independently; ability to pay attention to detail; willingness to work with close supervision, and ability to work under pressure.

BASIC SKILLS: Oral communication skills, basic math skills, and ability to write legibly.

COMPUTER SOFTWARE: Word, Excel, Access, and MediSoft.

FOR CAREER ADVANCEMENT: Computer skills; bilingual; management skills; communication skills; logical thinking; knowledge of medical terminology; filing and organization skills; good spelling; reliability; leadership qualities, and continued education.

NEW SKILLS: Adaptable to changing software.

LICENSE: Accredited Record Technician (ART) eligibility.

EMPLOYMENT TRENDS

Supply & Demand

Employers report it is **moderately difficult** to find fully experienced and qualified applicants. It is also **moderately difficult** to find inexperienced applicants. The turnover rate is **37.5%**.

Where The Jobs Are

Hospitals
Nursing and Personal Care Facilities

Size of Occupation

Small 360 – 460

Job Growth Projection

Orange County Average Job Growth Rate:

19.2%

EDD Forecast Job Growth Rate (1997-2004):

27.8%

Growth Rate:

Faster Than Average

| Employment Levels | Decline | Remain Stable | Grow |
|-----------------------|---------|---------------|------|
| Past Year | 6% | 56% | 38% |
| Projected Next 24 Mo. | 0% | 75% | 25% |

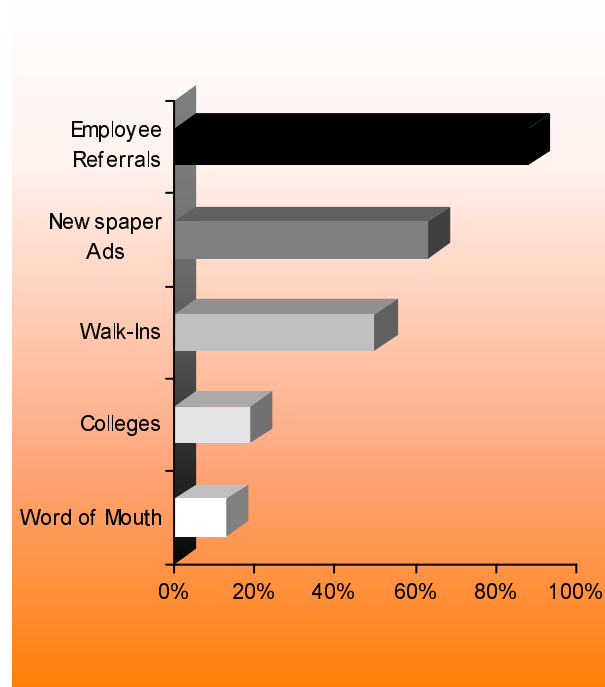
The reported percentages apply to employers responding to these questions.

OTHER INFORMATION

Work Patterns

- 94% of all employers promote.
- 100% of employers surveyed are non-union.
- 87% of employees work full time for an average of 40 hours per week. 13% of employees work part-time for an average of 21 hours per week.
- 90% of the employees are female, and 10% are male.

RECRUITING METHODS



TRAINING PROVIDERS

- American Career College
- Concord Career Institute
- Yorba Linda Continuing Education Center

Programs Offered – Medical Records Technician.

For additional Training Providers or details for the providers listed, contact the providers directly or visit the following web sites:

- State Training Inventory www.soicc.ca.gov
- Orangeworks www.orangeworks.org
- I-Train www.i-train.org
- CA Regional Occupational Programs www.carocp.org

OPERATING ENGINEERS

15 Firms Surveyed with 344 Employees in Occupation. OES Code: 979560

DESCRIPTION

Operating Engineers operate several types of power construction equipment, such as compressors, pumps, hoists, derricks, cranes, shovels, tractors, scrapers, or motor graders to excavate, move and grade earth, erect structures, or pour concrete or other hard surface paving. They may repair and maintain equipment in addition to other duties. Does not include workers who specialize in operation of a single type of heavy equipment such as bulldozer or crane.

Alternate Job Titles: Operator, Laborers, Backhoe Operators, and Equipment Operators.

WAGES & BENEFITS

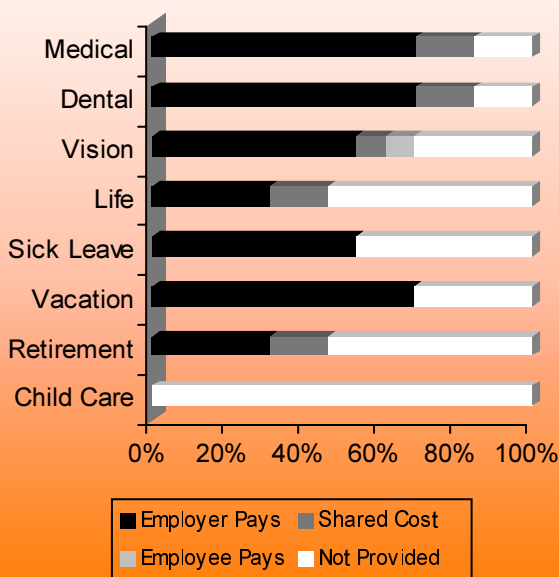
Non-Union, Full and Part-Time Wages

| | Range | Median |
|--------------------------|-------------------|---------|
| New Hires, Inexperienced | \$0.00 - \$0.00 | \$0.00 |
| New Hires, Experienced | \$12.00 - \$29.00 | \$20.00 |
| 3+ Years With Firm | \$15.00 - \$30.00 | \$22.00 |

Union, Full and Part-Time Wages

| | Range | Median |
|--------------------------|-------------------|---------|
| New Hires, Inexperienced | \$23.00 - \$28.00 | \$25.50 |
| New Hires, Experienced | \$23.00 - \$30.00 | \$28.00 |
| 3+ Years With Firm | \$25.00 - \$35.00 | \$29.02 |

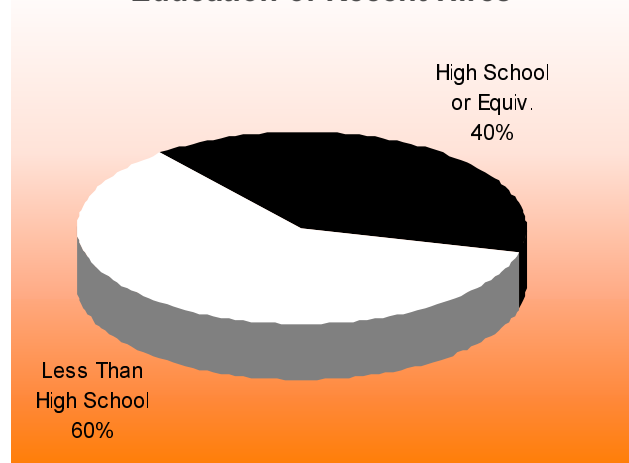
Fringe Benefits



All data is based on full time employment and the percentages of employers responding to this question.

EMPLOYER REQUIREMENTS

Education of Recent Hires



Most employers report they will not accept training in lieu of experience. **Almost all** employers report that technical or vocational training is not required. **Almost all** employers require previous work experience, and **almost all** employers will not accept other types of occupational experience.

SKILLS, LICENSES, & OTHER REQUIREMENTS

TECHNICAL: Automotive maintenance and minor repair skills; ability to read blueprints; ability to read working drawings; basic construction skills; ability to follow safe equipment operating practices, and certified for special construction equipment.

PERSONAL OR OTHER: Ability to pass a pre-employment medical examination; ability to lift at least 50 lbs. repeatedly; possession of a good DMV driving record; willingness to work with close supervision, and ability to work independently.

BASIC SKILLS: Basic math skills; ability to write legibly, and oral communication skills.

FOR CAREER ADVANCEMENT: Equipment knowledge and safety; productivity and efficiency; outstanding labor skills; good driving record, and technical skills.

NEW SKILLS: Ability to operate new equipment.

EMPLOYMENT TRENDS

Supply & Demand

Employers report it is **moderately difficult** to find fully experienced and qualified applicants. It is also **moderately difficult** to find inexperienced applicants. The turnover rate is **9.1%**.

Where The Jobs Are

Local Government
Heavy Construction, Highway & Street Construction

Size of Occupation

Small – 1,070 – 1,280

Job Growth Projection

Orange County Average Job Growth Rate:

19.2%

EDD Forecast Job Growth Rate (1997-2004):

19.6%

Growth Rate:

Average

| Employment Levels | Decline | Remain Stable | Grow |
|-----------------------|---------|---------------|------|
| Past Year | 0% | 47% | 53% |
| Projected Next 24 Mo. | 20% | 47% | 33% |

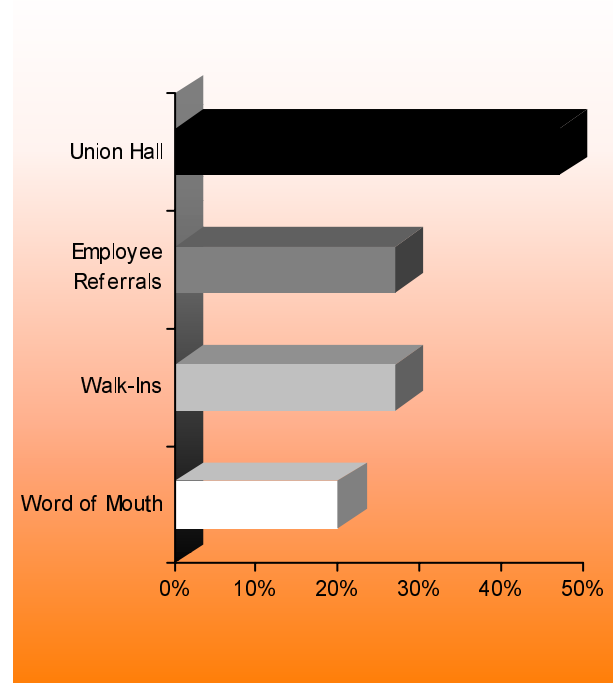
The reported percentages apply to employers responding to these questions.

OTHER INFORMATION

Work Patterns

- 53% of all employers promote.
- 33% of employers surveyed are non-union. 67% of employers surveyed are union.
- 49% of employees work full time for an average of 40 hours per week. 29% of employees work part-time for an average of 30 hours per week. 22% of employees work seasonal for an average of 45 hours per week.
- 5% of the employees are female, and 95% are male.

RECRUITING METHODS



TRAINING PROVIDERS

- Allied Business Schools
- Contractors State License Schools
- Timberline Education Center

Programs Offered – Construction Trades.

For additional Training Providers or details for the providers listed, contact the providers directly or visit the following web sites:

- State Training Inventory www.soicc.ca.gov
- Orangeworks www.orangeworks.org
- I-Train www.i-train.org
- CA Regional Occupational Programs www.carocp.org

PAINTERS, PAPERHANGERS - CONSTRUCTION AND MAINTENANCE

15 Firms Surveyed with 336 Employees in Occupation. OES Code: 874020

DESCRIPTION

Painters, Paperhangers, Construction and Maintenance paint walls, equipment, buildings, bridges, and other structural surfaces using brushes, rollers, and spray guns. They may mix colors or oils to obtain desired color or consistency. Paperhangers cover interior walls and ceilings of rooms with decorative wallpaper or fabric.

Alternate Job Titles: Painting Contractor, Journeyman Painter, Spray Foreman, and Maintenance Crew Member.

WAGES & BENEFITS

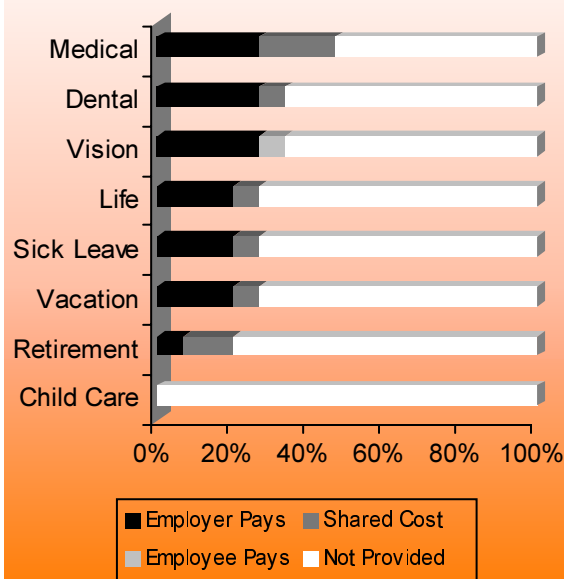
Non-Union, Full and Part-Time Wages

| | Range | Median |
|--------------------------|------------------|---------|
| New Hires, Inexperienced | \$6.75 - \$8.00 | \$8.00 |
| New Hires, Experienced | \$8.00 - \$15.00 | \$10.00 |
| 3+ Years With Firm | \$8.00 - \$25.00 | \$16.50 |

Union, Full and Part-Time Wages

| | Range | Median |
|--------------------------|-------------------|---------|
| New Hires, Inexperienced | \$8.30 - \$8.30 | \$8.30 |
| New Hires, Experienced | \$8.40 - \$10.00 | \$10.00 |
| 3+ Years With Firm | \$15.00 - \$21.00 | \$18.15 |

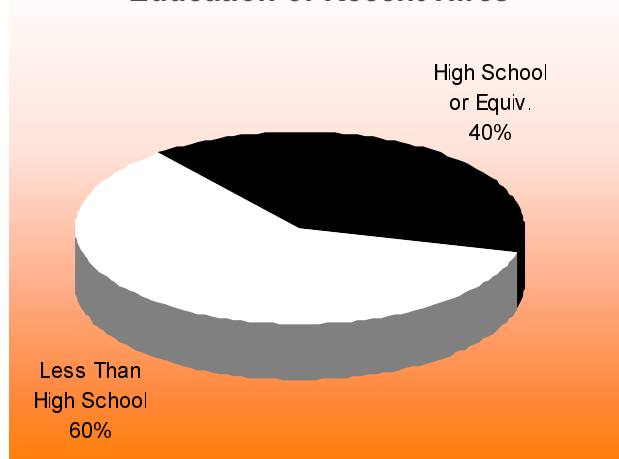
Fringe Benefits



All data is based on full time employment and the percentages of employers responding to this question.

EMPLOYER REQUIREMENTS

Education of Recent Hires



Most employers report they will not accept training in lieu of experience. **Almost all** employers report that technical or vocational training is not required. **Many** employers require previous work experience, and **almost all** employers will not accept other types of occupational experience.

SKILLS, LICENSES, & OTHER REQUIREMENTS

TECHNICAL: Knowledge of paints and related chemicals; brush painting skills; roller painting skills; spray painting skills; drywall installation and repair skills; surface preparation skills, and ability to use and read a tape measure.

PERSONAL OR OTHER: Possession of good color perception; ability to work from ladders and scaffolds; ability to tolerate dust and paint fumes; ability to lift at least 50 lbs. repeatedly; ability to stand continuously for 2 or more hours; possession of a reliable vehicle; willingness to work with close supervision; ability to pay attention to detail; ability to work independently, and customer service skills.

BASIC SKILLS: Basic math skills; ability to write legibly; oral communication skills, and ability to read and follow instructions.

FOR CAREER ADVANCEMENT: Quality work; technical skills; productivity; punctuality; solid work ethic; language and communication skills; adaptability; positive attitude, and ability to use machinery and paints.

NEW SKILLS: Cabinet finishing and Faux finishing.

PAINTERS, PAPERHANGERS - CONSTRUCTION AND MAINTENANCE

15 Firms Surveyed with 336 Employees in Occupation. OES Code: 874020

EMPLOYMENT TRENDS

Supply & Demand

Employers report it is **moderately difficult** to find fully experienced and qualified applicants. It is **very difficult** to find inexperienced applicants. The turnover rate is **10.8%**.

Where The Jobs Are

Painting and Paper Hanging

Size of Occupation

Medium – 3,990 – 5,020

Job Growth Projection

Orange County Average Job Growth Rate:

19.2%

EDD Forecast Job Growth Rate (1997-2004):

25.8%

Growth Rate:

Faster Than Average

| Employment Levels | Decline | Remain Stable | Grow |
|-----------------------|---------|---------------|------|
| Past Year | 0% | 27% | 73% |
| Projected Next 24 Mo. | 7% | 40% | 53% |

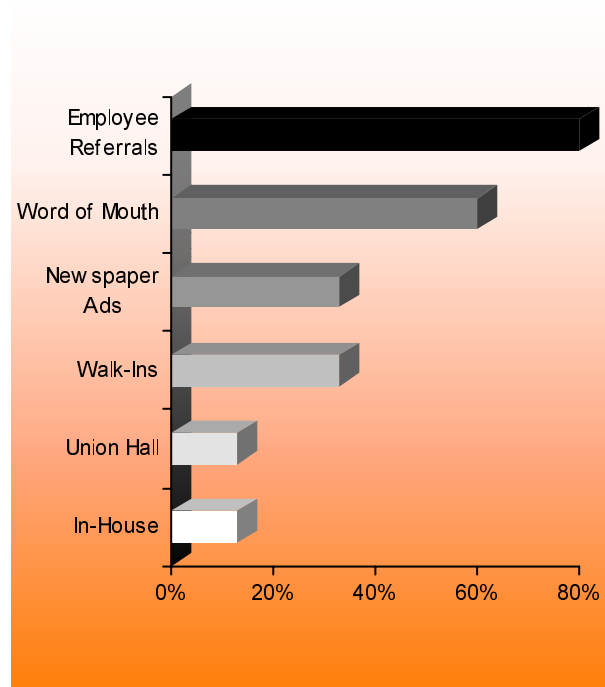
The reported percentages apply to employers responding to these questions.

OTHER INFORMATION

Work Patterns

- 83% of all employers promote.
- 80% of employers surveyed are non-union. 20% of employers surveyed are union.
- 98% of employees work full time for an average of 40 hours per week. 2% of employees work seasonal for an average of 40 hours per week.
- Emerging occupations include Lead and Asbestos Abatement.
- 1% of the employees are female, and 99% are male.

RECRUITING METHODS



TRAINING PROVIDERS

- Career Management Institute
- Union Contractors License School

Programs Offered – Construction Trades.

For additional Training Providers or details for the providers listed, contact the providers directly or visit the following web sites:

- State Training Inventory www.soicc.ca.gov
- Orangeworks www.orangeworks.org
- I-Train www.i-train.org
- CA Regional Occupational Programs www.carocp.org

PHARMACY TECHNICIANS

15 Firms Surveyed with 62 Employees in Occupation. OES Code: 325180

DESCRIPTION

Pharmacy Technicians fill orders for unit doses and prepackaged pharmaceuticals and perform other related duties under the supervision and direction of a pharmacy supervisor or staff pharmacist. Duties include keeping records of drugs delivered to the pharmacy, storing incoming merchandise in proper locations, and informing the supervisor of stock needs and shortages. They may clean equipment used in the performance of duties and assist in the care and maintenance of equipment and supplies.

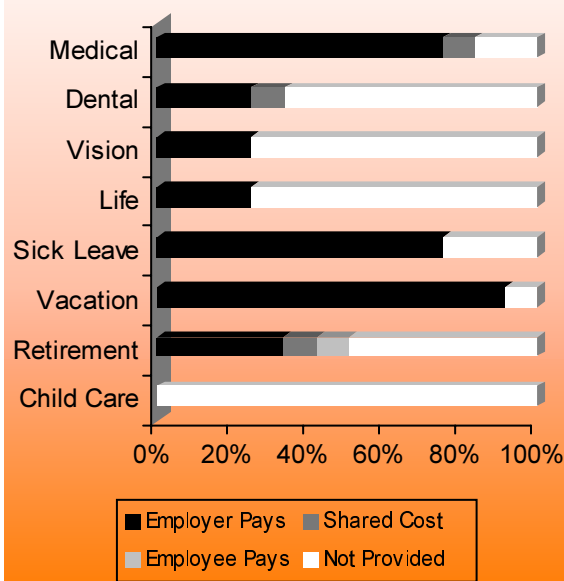
Alternate Job Titles: Technician.

WAGES & BENEFITS

Union, Non-Union Full & Part-Time Wages

| | Range | Median |
|--------------------------|-------------------|---------|
| New Hires, Inexperienced | \$7.00 - \$10.50 | \$10.00 |
| New Hires, Experienced | \$7.00 - \$15.00 | \$11.99 |
| 3+ Years With Firm | \$10.00 - \$17.00 | \$14.38 |

Fringe Benefits

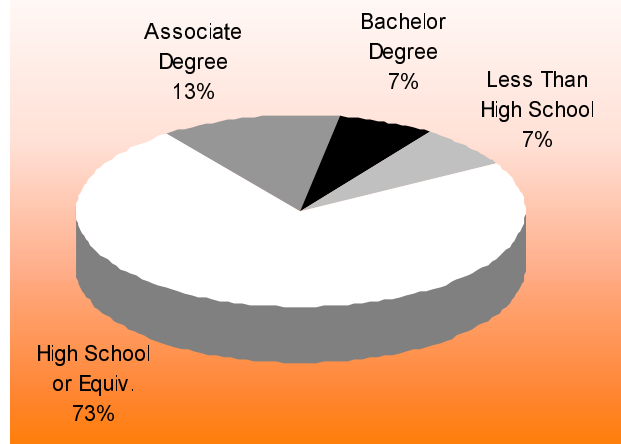


All data is based on full time employment and the percentages of employers responding to this question.

Most employers report they will not accept training in lieu of experience. **Most** employers report that technical or vocational training is required. **Most** employers require previous work experience and **most** employers will not accept other types of occupational experience.

EMPLOYER REQUIREMENTS

Education of Recent Hires



SKILLS, LICENSES, & OTHER REQUIREMENTS

TECHNICAL: Ability to measure and calculate using metrics; ability to calculate weights and measurements; knowledge of chemical compounds; ability to accurately record and report information; ability to complete and explain insurance forms; ability to apply sterilization techniques; ability to follow government regulations and reporting requirements; ability to type at least 30 wpm, and ability to write effectively.

PERSONAL OR OTHER: Ability to pay attention to detail; ability to lift at least 40 lbs. repeatedly; public contact skills; willingness to work with close supervision, and ability to work independently.

BASIC SKILLS: Ability to read and follow instructions; ability to write legibly; oral communication skills, and basic math skills.

COMPUTER SOFTWARE: Word, Excel, QS/1, and Etreby.

FOR CAREER ADVANCEMENT: Timeliness; efficiency; reliability; bilingual; knowledge of pharmaceuticals; computer skills; leadership skills; continued education, and interpersonal skills.

LICENSE: Licensed by the California State Board of Pharmacy.

PHARMACY TECHNICIANS

15 Firms Surveyed with 62 Employees in Occupation. OES Code: 325180

EMPLOYMENT TRENDS

Supply & Demand

Employers report it is **moderately difficult** to find fully experienced and qualified applicants. It is also **moderately difficult** to find inexperienced applicants. The turnover rate is **20.3%**.

Where The Jobs Are

Drug Stores and Proprietary Stores

Size of Occupation

Small - 930 - 1,060

Job Growth Projection

Orange County Average Job Growth Rate:

19.2%

EDD Forecast Job Growth Rate (1997-2004):

14.0%

Growth Rate:

Slower Than Average

| Employment Levels | Decline | Remain Stable | Grow |
|-----------------------|---------|---------------|------|
| Past Year | 0% | 67% | 33% |
| Projected Next 24 Mo. | 0% | 60% | 40% |

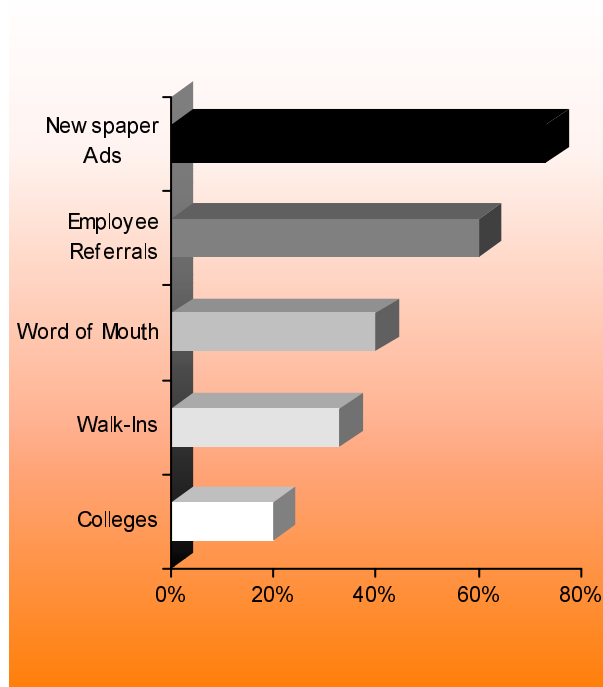
The reported percentages apply to employers responding to these questions.

OTHER INFORMATION

Work Patterns

- 60% of all employers promote.
- 93% of employers surveyed are non-union. 7% of employers surveyed are union.
- 71% of employees work full time for an average of 40 hours per week. 29% of employees work part-time for an average of 25 hours per week.
- Emerging occupations include Medical Supply Billers.
- 63% of the employees are female, and 37% are male.

RECRUITING METHODS



TRAINING PROVIDERS

- Coastline Community College
- North Orange County Regional Occupational Program
- Santa Ana College

Programs Offered – Pharmacy Technician.

For additional Training Providers or details for the providers listed, contact the providers directly or visit the following web sites:

- State Training Inventory www.soicc.ca.gov
- Orangeworks www.orangeworks.org
- I-Train www.i-train.org
- CA Regional Occupational Programs www.carocp.org

PHYSICIANS' ASSISTANTS

15 Firms Surveyed with 32 Employees in Occupation. OES Code: 325110

DESCRIPTION

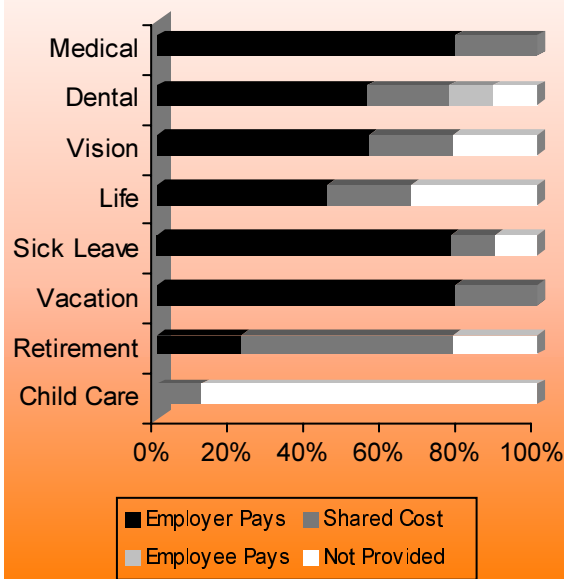
Physicians' Assistants provide patient services under the direct supervision and responsibility of a doctor of medicine or osteopathy. They elicit detailed patient histories and do complete physical examinations, reach tentative diagnosis and order appropriate laboratory tests. This occupation requires certification by the National Commission on Certification of Physicians' Assistants and the California State Board of Medical Quality Assurance. Does not include Nurses or Ambulance Attendants whose training is limited to the application of first aid.

WAGES & BENEFITS

Union, Non-Union Full & Part-Time Wages

| | Range | Median |
|--------------------------|-------------------|---------|
| New Hires, Inexperienced | \$12.00 - \$35.00 | \$25.00 |
| New Hires, Experienced | \$10.00 - \$50.00 | \$30.00 |
| 3+ Years With Firm | \$15.00 - \$45.00 | \$30.00 |

Fringe Benefits

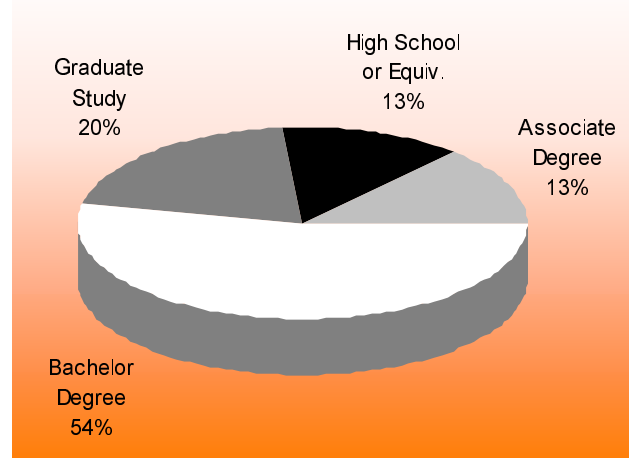


All data is based on full time employment and the percentages of employers responding to this question.

Most employers report they will not accept training in lieu of experience. **Almost all** employers report that technical or vocational training is required. **Many** employers require previous work experience and **many** employers will not accept other types of occupational experience.

EMPLOYER REQUIREMENTS

Education of Recent Hires



SKILLS, LICENSES, & OTHER REQUIREMENTS

TECHNICAL: Ability to maintain an appointment calendar; ability to assist with examinations; ability to maintain progress notes and treatment summaries; ability to record condition of patients; ability to administer infections; ability to administer medications; ability to interview others for information.

PERSONAL OR OTHER: Possession of emotional stability; good hearing; good vision; ability to stand continuously for 2 or more hours; ability to work independently; ability to relate to patients; willingness to work with close supervision, and ability to work under pressure.

BASIC SKILLS: Ability to write legibly; ability to read and follow instructions; basic math skills, and oral communication skills.

COMPUTER SOFTWARE: Word and Excel.

FOR CAREER ADVANCEMENT: Diagnostic and assessment skills; clinical competence; interpersonal skills; dependability and leadership; continuing education; customer service; management skills; initiative, and patience.

NEW SKILLS: Ultrasound.

LICENSE: Certification by the National Commission on Certification of Physicians' Assistants and the California State Board of Medical Quality Assurance.

PHYSICIANS' ASSISTANTS

15 Firms Surveyed with 32 Employees in Occupation. OES Code: 325110

EMPLOYMENT TRENDS

Supply & Demand

Employers report it is **moderately difficult** to find fully experienced and qualified applicants. It is also **moderately difficult** to find inexperienced applicants. The turnover rate is **28.6%**.

Where The Jobs Are

Information Not Available

Size of Occupation

Small - 40 - 40

Job Growth Projection

Orange County Average Job Growth Rate:

19.2%

EDD Forecast Job Growth Rate (1997-2004):

0%

Growth Rate:

Remain Stable

| Employment Levels | Decline | Remain Stable | Grow |
|-----------------------|---------|---------------|------|
| Past Year | 0% | 73% | 27% |
| Projected Next 24 Mo. | 0% | 60% | 40% |

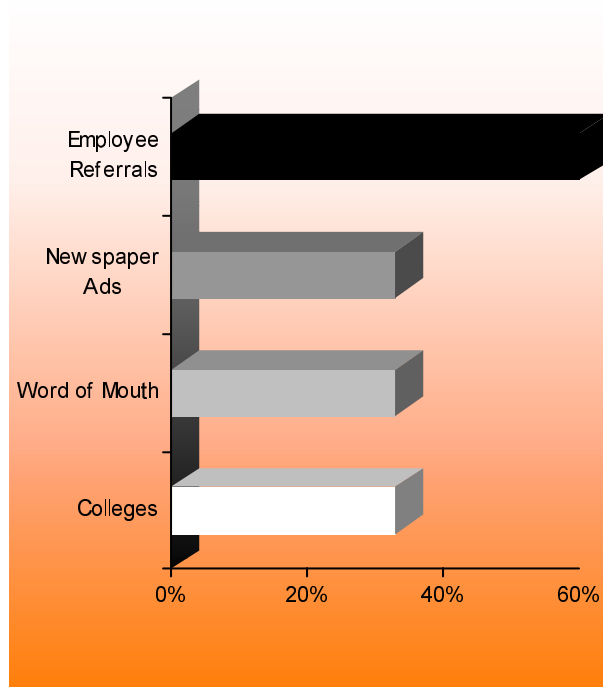
The reported percentages apply to employers responding to these questions.

OTHER INFORMATION

Work Patterns

- Promotional opportunities in this occupation are very limited.
- 100% of employers surveyed are non-union.
- 63% of employees work full time for an average of 41 hours per week. 38% of employees work part-time for an average of 22 hours per week.
- 59% of the employees are female, and 41% are male.

RECRUITING METHODS



TRAINING PROVIDERS

- Training for Physicians' Assistants is not available in Orange County.

For Training Providers visit the following web sites:

- State Training Inventory www.soicc.ca.gov
- Orangeworks www.orangeworks.org
- I-Train www.i-train.org
- CA Regional Occupational Programs www.carocp.org

RADIOLOGIC TECHNOLOGISTS

15 Firms Surveyed with 94 Employees in Occupation. OES Code: 329190

DESCRIPTION

Radiologic Technologists take X-rays and CAT scans or administer nonradioactive materials into patients blood stream for diagnostic purposes. Includes technologists who specialize in other modalities such as computed tomography, ultrasound, and magnetic resonance, and those whose primary duties are to demonstrate portions of the human body on X-ray film or fluoroscopic screen.

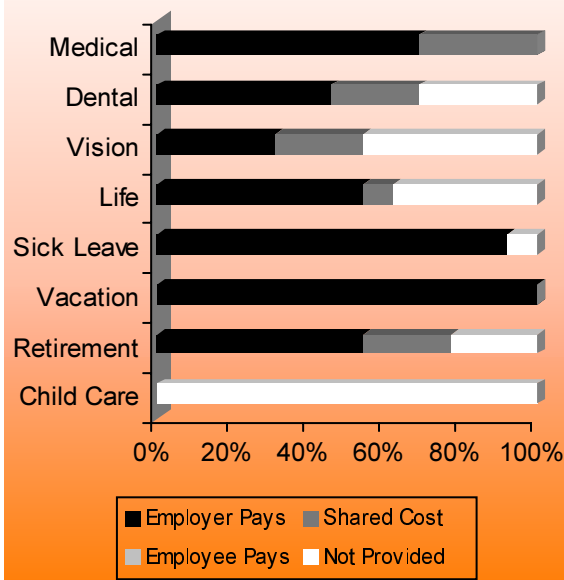
Alternate Job Titles: X-ray Technicians, MRI Tech/ CAT Scanner, Radiologic Technicians.

WAGES & BENEFITS

Union and Non-Union Full and Part-Time Wages

| | Range | Median |
|--------------------------|-------------------|---------|
| New Hires, Inexperienced | \$12.89 - \$18.41 | \$15.50 |
| New Hires, Experienced | \$12.95 - \$28.77 | \$17.00 |
| 3+ Years With Firm | \$13.50 - \$33.56 | \$20.00 |

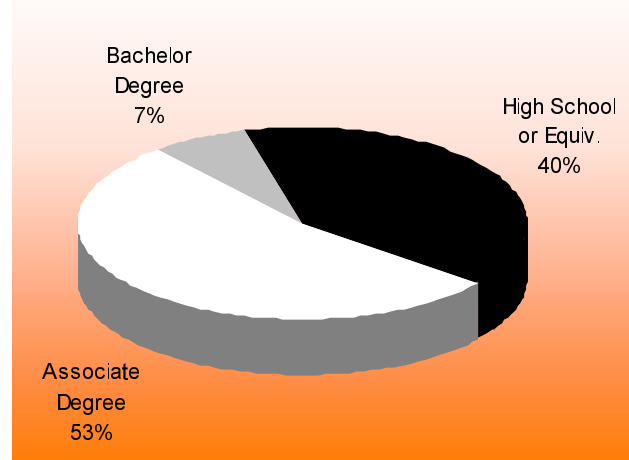
Fringe Benefits



All data is based on full time employment and the percentages of employers responding to this question.

EMPLOYER REQUIREMENTS

Education of Recent Hires



Many employers report they will accept training in lieu of experience. **Almost all** employers report that technical or vocational training is required. **Some** employers require previous work experience and **most** employers will not accept other types of occupational experience.

SKILLS, LICENSES, & OTHER REQUIREMENTS

TECHNICAL: Ability to use film developing equipment; ability to follow fluoroscopic imaging procedures; record keeping skills; knowledge of medical terminology; ultrasound scanning skills; CT scanning skills; ability to follow safe equipment operating practices; ability to apply transferring techniques moving patients; ability to take vital signs; ability to administer magnetic resonance imaging, and ability to write effectively.

PERSONAL OR OTHER: Ability to work under pressure; ability to stand continuously for 2 or more hours; willingness to work with close supervision; public contact skills, and ability to work independently.

BASIC SKILLS: Ability to read and follow instructions; ability to write legibly; oral communication skills, and basic math skills.

COMPUTER SOFTWARE: Word, Excel, and Access.

FOR CAREER ADVANCEMENT: Interpersonal and communication skills; management skills; analytical skills; knowledge of charting; basic medical knowledge, and basic computer skills.

LICENSE: Possession of a State Certified Radiologic Technologist certificate.

EMPLOYMENT TRENDS

Supply & Demand

Employers report it is **moderately difficult** to find fully experienced and qualified applicants. It is also **moderately difficult** to find inexperienced applicants. The turnover rate is **8.0%**.

Where The Jobs Are

Hospitals
Medical and Dental Laboratories

Size of Occupation

Small - 750 - 830

Job Growth Projection

Orange County Average Job Growth Rate:

19.2%

EDD Forecast Job Growth Rate (1997-2004):

10.7%

Growth Rate:

Slower Than Average

| Employment Levels | Decline | Remain Stable | Grow |
|-----------------------|---------|---------------|------|
| Past Year | 0% | 67% | 33% |
| Projected Next 24 Mo. | 0% | 53% | 47% |

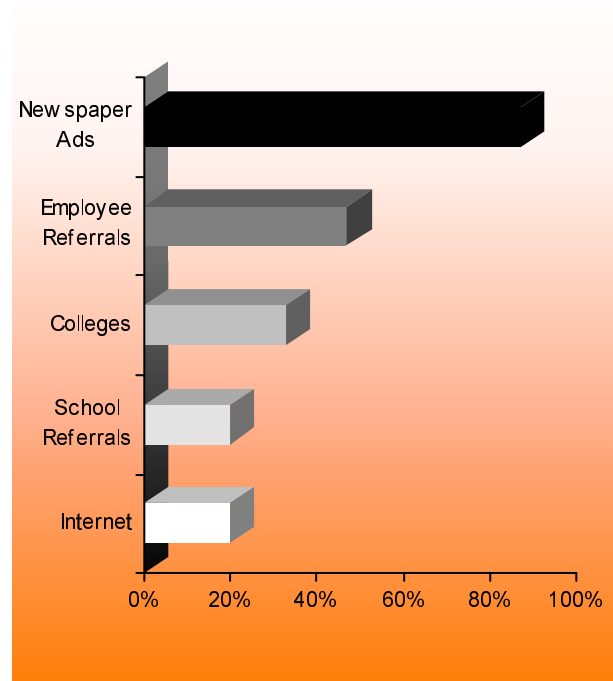
The reported percentages apply to employers responding to these questions.

OTHER INFORMATION

Work Patterns

- 67% of all employers promote.
- 100% of employers surveyed are non-union.
- 73% of employees work full time for an average of 40 hours per week. 5% of employees work part-time for an average of 21 hours per week. 21% of employees work temporary or on-call for an average of 20 hours per week.
- Emerging occupations include X-ray Digital Imaging.
- 51% of the employees are female, and 49% are male.

RECRUITING METHODS



TRAINING PROVIDERS

- Cypress College
- Orange Coast College

Programs Offered – Radiological Technician.

For additional Training Providers or details for the providers listed, contact the providers directly or visit the following web sites:

- State Training Inventory www.soicc.ca.gov
- Orangeworks www.orangeworks.org
- I-Train www.i-train.org
- CA Regional Occupational Programs www.carocp.org

SECRETARIES, EXCEPT LEGAL & MEDICAL

15 Firms Surveyed with 38 Employees in Occupation. OES Code: 551080

DESCRIPTION

Secretaries, except Legal and Medical, relieve officials of clerical work and minor administrative and business detail by scheduling appointments, giving information to callers, taking dictation, composing and typing routine correspondence, reading and routing incoming mail, and filing correspondence and other records. They may perform various other assigned clerical duties. Does not include Medical and Legal Secretaries.

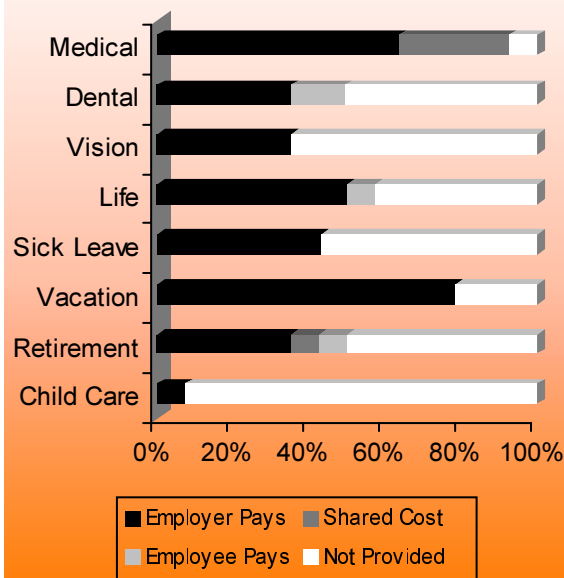
Alternate Job Titles: Office Manager, Administrative Assistant.

WAGES & BENEFITS

Union and Non-Union Full and Part-Time Wages

| | Range | Median |
|--------------------------|-------------------|---------|
| New Hires, Inexperienced | \$8.00 - \$14.00 | \$9.00 |
| New Hires, Experienced | \$8.00 - \$14.38 | \$11.99 |
| 3+ Years With Firm | \$12.00 - \$20.00 | \$15.00 |

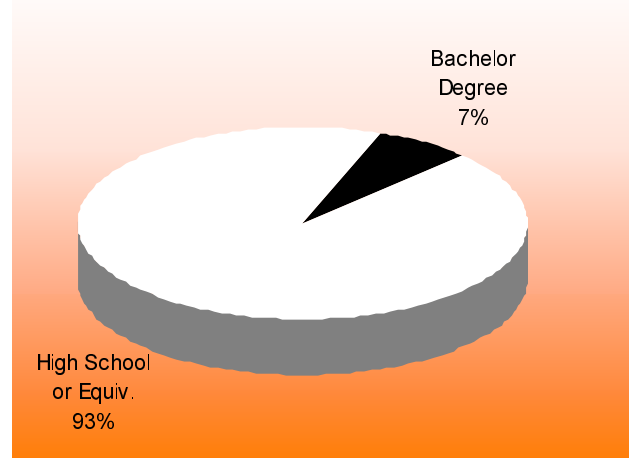
Fringe Benefits



All data is based on full time employment and the percentages of employers responding to this question.

EMPLOYER REQUIREMENTS

Education of Recent Hires



Many employers report they will accept training in lieu of experience. **Almost all** employers report that technical or vocational training is not required. **Most** employers require previous work experience, and **almost all** employers will accept other types of occupational experience.

SKILLS, LICENSES, & OTHER REQUIREMENTS

TECHNICAL: Alphabetic and numeric filing skills; ability to type at least 60 wpm; proofreading skills; ability to operate a transcribing machine; ability to follow billing procedures; ability to take dictation at 100 wpm or more; ability to write effectively; telephone answering skills; English grammar, spelling, and punctuation skills; ability to use spreadsheet software; ability to use word processing software, and ability to maintain an appointment calendar.

PERSONAL OR OTHER: Willingness to work with close supervision, and ability to work independently.

BASIC SKILLS: Ability to read and follow instructions; ability to write legibly; oral communication skills, and basic math skills.

COMPUTER SOFTWARE: Word, Excel, Access, QuickBooks, and FileMaker.

FOR CAREER ADVANCEMENT: Computer skills; initiative; public relations and interpersonal skills; writing skills, and patience.

NEW SKILLS: Knowledge of payroll and human resources.

SECRETARIES, EXCEPT LEGAL & MEDICAL

15 Firms Surveyed with 38 Employees in Occupation. OES Code: 551080

EMPLOYMENT TRENDS

Supply & Demand

Employers report it is **very difficult** to find fully experienced and qualified applicants. It is **moderately difficult** to find inexperienced applicants. The turnover rate is **8.6%**.

Where The Jobs Are

Elementary and Secondary Schools
Colleges and Universities
Engineering and Architectural Services

Size of Occupation

Very Large - 21,010 - 22,080

Job Growth Projection

Orange County Average Job Growth Rate:

19.2%

EDD Forecast Job Growth Rate (1997-2004):

5.1%

Growth Rate:

Slower Than Average

| Employment Levels | Decline | Remain Stable | Grow |
|-----------------------|---------|---------------|------|
| Past Year | 0% | 80% | 20% |
| Projected Next 24 Mo. | 13% | 74% | 13% |

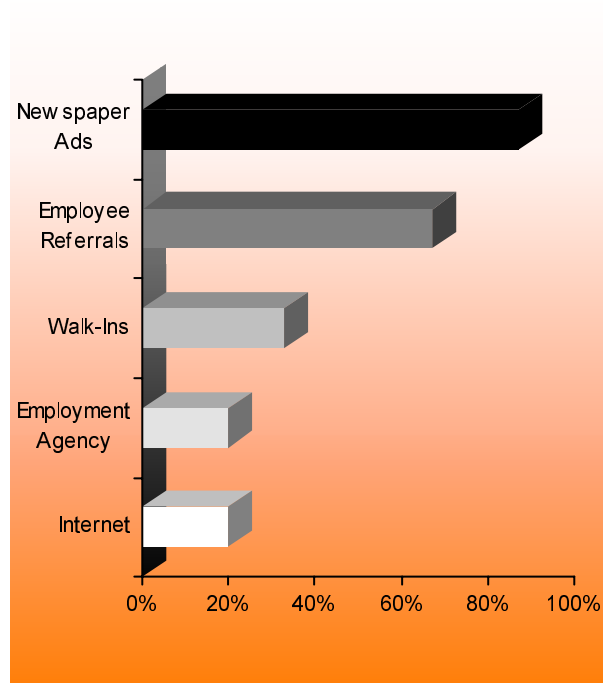
The reported percentages apply to employers responding to these questions.

OTHER INFORMATION

Work Patterns

- 33% of all employers promote.
- 100% of employers surveyed are non-union.
- 95% of employees work full time for an average of 40 hours per week. 5% of employees work part-time for an average of 20 hours per week.
- 61% of the employees are female, and 39% are male.

RECRUITING METHODS



TRAINING PROVIDERS

- Allied Business Schools
- Computer and Electronic School of Anaheim
- Pacific College of Business

Programs Offered – Computer courses, Administrative Assistant, and Secretarial Science.

For additional Training Providers or details for the providers listed, contact the providers directly or visit the following web sites:

- State Training Inventory www.soicc.ca.gov
- Orangeworks www.orangeworks.org
- I-Train www.i-train.org
- CA Regional Occupational Programs www.carocp.org

TECHNICAL WRITERS

17 Firms Surveyed with 72 Employees in Occupation. OES Code: 340050

DESCRIPTION

Technical Writers write or edit technical materials, such as equipment manuals, appendices, and operating and maintenance instructions. They may oversee the preparation of illustrations, photographs, diagrams, and charts and assist in layout work.

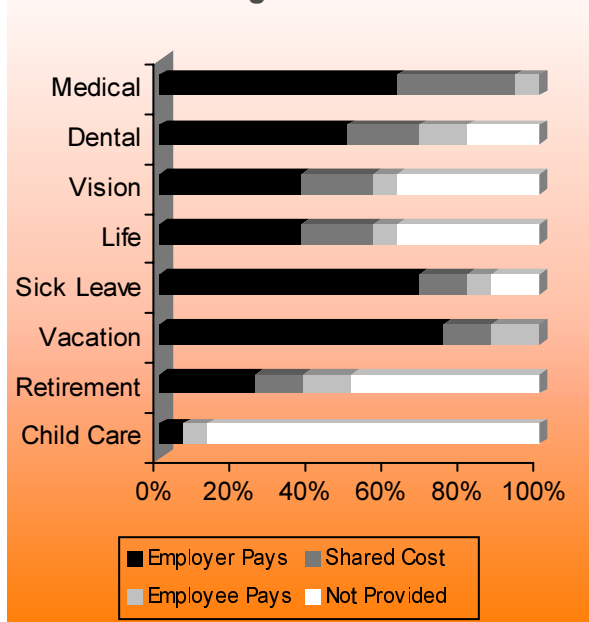
Alternate Job Titles: Documentation Specialists, Documentation Manager, Tech Support.

WAGES & BENEFITS

Union and Non-Union Full and Part-Time Wages

| | Range | Median |
|--------------------------|-------------------|---------|
| New Hires, Inexperienced | \$7.00 - \$16.78 | \$14.38 |
| New Hires, Experienced | \$13.34 - \$25.57 | \$17.26 |
| 3+ Years With Firm | \$14.59 - \$33.56 | \$23.01 |

Fringe Benefits

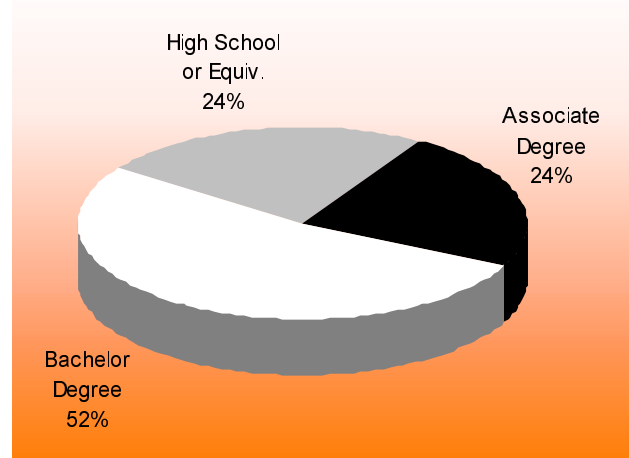


All data is based on full time employment and the percentages of employers responding to this question.

Most employers report they will not accept training in lieu of experience. **Almost all** employers report that technical or vocational training is not required. **Almost all** employers require previous work experience and **many** employers will not accept other types of occupational experience.

EMPLOYER REQUIREMENTS

Education of Recent Hires



SKILLS, LICENSES, & OTHER REQUIREMENTS

TECHNICAL: Ability to read blueprints; proofreading skills; ability to write and use job specifications for technical jobs; ability to write detailed technical instructions; ability to use graphics software; understanding of scientific terms; English grammar, spelling, and punctuation skills; ability to demonstrate knowledge of specific products, and ability to read working drawings.

PERSONAL OR OTHER: Willingness to work with close supervision; ability to concentrate for long periods of time; ability to work independently; ability to meet deadlines; willingness to travel, and ability to sit continuously for 2 or more hours.

BASIC SKILLS: Oral communication skills; ability to write legibly; basic math skills; ability to think logically, and ability to read and follow instructions.

COMPUTER SOFTWARE: Word, Excel, Access, PhotoShop, Dreamweaver, PageMaker, FrontPage, PowerPoint, Frame Maker, RoboHELP, and Paint Shop Pro.

FOR CAREER ADVANCEMENT: Graphic Arts; knowledge of technical writing process; reading and writing skills; communication skills; team orientation; product knowledge; research ability; drawing skills in AutoCAD, and knowledge of advertising.

NEW SKILLS: Project Management.

EMPLOYMENT TRENDS

Supply & Demand

Employers report it is **moderately difficult** to find fully experienced and qualified applicants. It is also **moderately difficult** to find inexperienced applicants. The turnover rate is **16.9%**.

Where The Jobs Are

Computer and Data Processing Service
Miscellaneous Publishing

Size of Occupation

Small - 660 - 840

Job Growth Projection

Orange County Average Job Growth Rate:

19.2%

EDD Forecast Job Growth Rate (1997-2004):

27.3%

Growth Rate:

Faster Than Average

| Employment Levels | Decline | Remain Stable | Grow |
|-----------------------|---------|---------------|------|
| Past Year | 18% | 59% | 24% |
| Projected Next 24 Mo. | 0% | 41% | 59% |

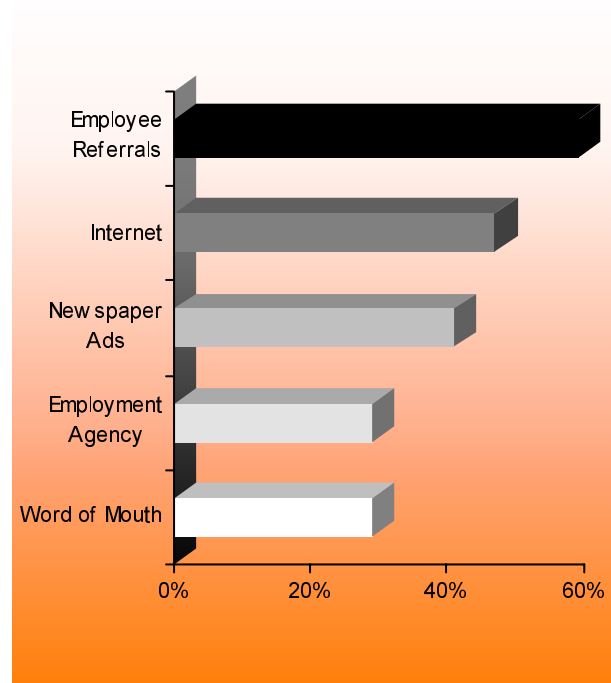
The reported percentages apply to employers responding to these questions.

OTHER INFORMATION

Work Patterns

- 59% of all employers promote.
- 100% of employers surveyed are non-union.
- 93% of employees work full time for an average of 40 hours per week. 7% of employees work part-time for an average of 20 hours per week.
- Emerging occupations include Publishing.
- 46% of the employees are female, and 54% are male.

RECRUITING METHODS



TRAINING PROVIDERS

- California State University, Fullerton
- Chapman University
- University of California, Irvine

Programs Offered – Computer courses, English Literature and Composition, and Engineering courses.

For additional Training Providers or details for the providers listed, contact the providers directly or visit the following web sites:

- State Training Inventory www.soicc.ca.gov
- Orangeworks www.orangeworks.org
- I-Train www.i-train.org
- CA Regional Occupational Programs www.carocp.org

TRAVEL AGENTS

15 Firms Surveyed with 224 Employees in Occupation. OES Code: 430210

DESCRIPTION

Travel Agents plan entire trips for customers of their travel agency. Their duties include determining destinations, modes of transportation, travel dates, costs, accommodations required, and planning, describing or selling itinerary package tours. Travel Agents may specialize in foreign or domestic service, individual or group travel, specific geographical area, airplane charters, or package tours.

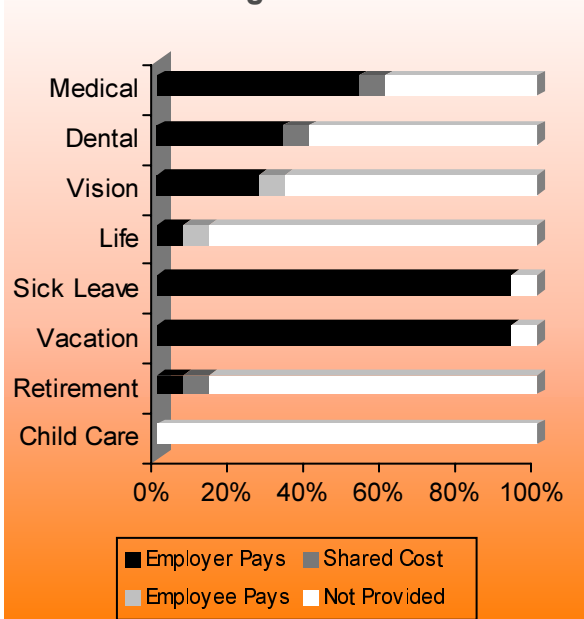
Alternate Job Titles: Travel Consultants, and Travel Counselors.

WAGES & BENEFITS

Union and Non-Union Full and Part-Time Wages

| | Range | Median |
|--------------------------|-------------------|---------|
| New Hires, Inexperienced | \$6.50 - \$8.05 | \$6.75 |
| New Hires, Experienced | \$7.00 - \$15.00 | \$11.00 |
| 3+ Years With Firm | \$10.00 - \$21.58 | \$14.38 |

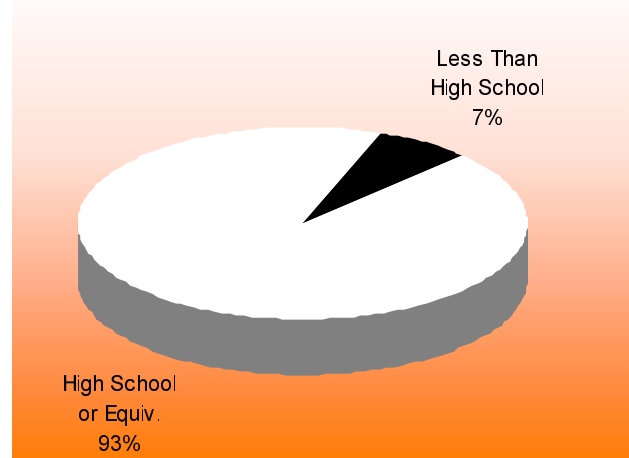
Fringe Benefits



All data is based on full time employment and the percentages of employers responding to this question.

EMPLOYER REQUIREMENTS

Education of Recent Hires



Most employers report they will not accept training in lieu of experience. **Most** employers report that technical or vocational training is required. **Almost all** employers require previous work experience, and **all** employers will not accept other types of occupational experience.

SKILLS, LICENSES, & OTHER REQUIREMENTS

TECHNICAL: Record keeping skills; ability to type at least 30 wpm; ability to write effectively; telephone answering skills; ability to use Apollo and Sabre software, and knowledge of geography.

PERSONAL OR OTHER: Ability to work independently; public contact skills; willingness to work with close supervision, and ability to work under pressure.

BASIC SKILLS: Oral communication skills; ability to read and follow instructions; basic math skills, and ability to write legibly.

COMPUTER SOFTWARE: Word, Excel, Access, Sabre, and Apollo.

FOR CAREER ADVANCEMENT: Customer service; basic computer skills; ambition; decision making skills; communication skills; geography skills, and traveling experience.

NEW SKILLS: Airline computer systems and Internet skills.

EMPLOYMENT TRENDS

Supply & Demand

Employers report it is **very difficult** to find fully experienced and qualified applicants. It is **moderately difficult** to find inexperienced applicants. The turnover rate is **21.1%**.

Where The Jobs Are

Travel Agencies
Passenger Transportation Services

Size of Occupation

Small - 1,680 - 2,260

Job Growth Projection

Orange County Average Job Growth Rate:

19.2%

EDD Forecast Job Growth Rate (1997-2004):

34.5%

Growth Rate:

Much Faster Than Average

U.S. Department of Labor Forecast:

Much Slower Than Average Nationwide

| Employment Levels | Decline | Remain Stable | Grow |
|-----------------------|---------|---------------|------|
| Past Year | 13% | 60% | 27% |
| Projected Next 24 Mo. | 27% | 47% | 27% |

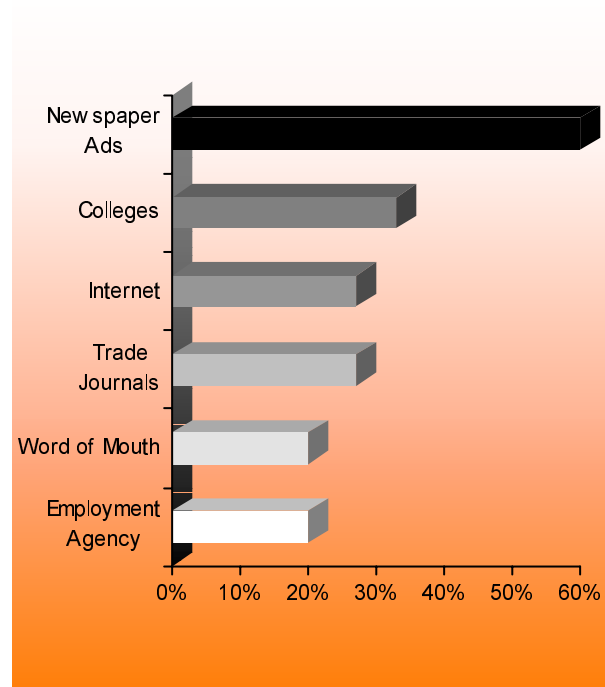
The reported percentages apply to employers responding to these questions.

OTHER INFORMATION

Work Patterns

- 60% of all employers promote.
- 100% of employers surveyed are non-union.
- 87% of employees work full time for an average of 40 hours per week. 13% of employees work part-time for an average of 24 hours per week.
- Emerging occupations include Travel Network Technician.
- 88% of the employees are female, and 12% are male.

RECRUITING METHODS



TRAINING PROVIDERS

- Cypress Community College
- MTI College
- North Orange County Regional Occupational Program

Programs Offered – Travel Services Marketing Operations.

For additional Training Providers or details for the providers listed, contact the providers directly or visit the following web sites:

- State Training Inventory www.soicc.ca.gov
- Orangeworks www.orangeworks.org
- I-Train www.i-train.org
- CA Regional Occupational Programs www.carocp.org

TRUCK DRIVER - HEAVY OR TRACTOR TRAILER

15 Firms Surveyed with 256 Employees in Occupation. OES Code: 971020

DESCRIPTION

Heavy or Tractor Trailer Truck Drivers drive tractor-trailer combinations or trucks with a capacity of more than three tons to transport and deliver goods, live-stock, or materials in liquid, loose or packaged form. They may be required to unload trucks.

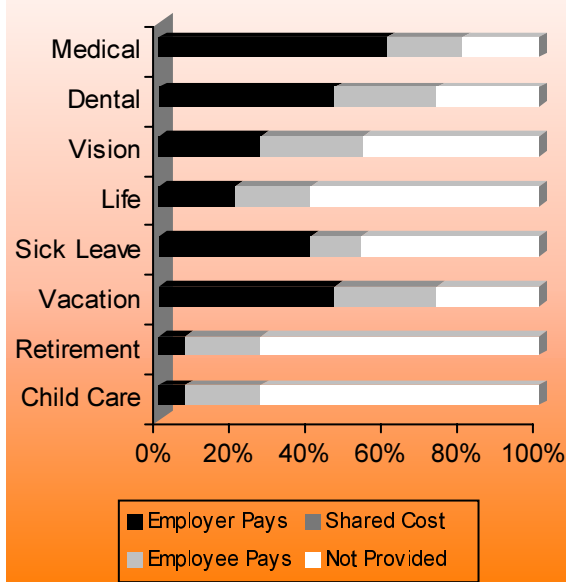
Alternate Job Titles: None reported.

WAGES & BENEFITS

Union and Non-Union Full and Part-Time Wages

| | Range | Median |
|--------------------------|-------------------|---------|
| New Hires, Inexperienced | \$12.00 - \$15.00 | \$13.50 |
| New Hires, Experienced | \$10.00 - \$18.90 | \$15.00 |
| 3+ Years With Firm | \$10.00 - \$22.22 | \$17.26 |

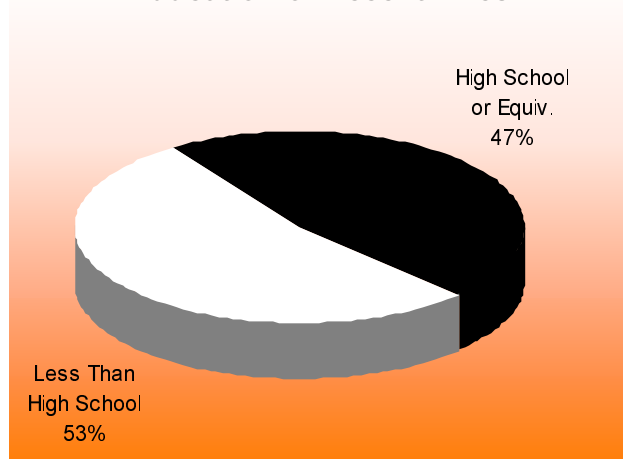
Fringe Benefits



All data is based on full time employment and the percentages of employers responding to this question.

EMPLOYER REQUIREMENTS

Education of Recent Hires



Almost all employers report they will not accept training in lieu of experience. **Many** employers report that technical or vocational training is required. **Almost all** employers require previous work experience, and **all** employers will not accept other types of occupational experience.

SKILLS, LICENSES, & OTHER REQUIREMENTS

TECHNICAL: Record keeping skills; ability to read invoices; ability to operate a forklift; automotive maintenance and minor repair skills; ability to drive trucks long distances; ability to load and unload freight; map reading skills; ability to meet ICC requirements, and knowledge of local streets.

PERSONAL OR OTHER: Ability to pass a pre-employment medical examination; ability to lift at least 75 lbs. repeatedly; ability to work independently, and possession of a good DMV driving record.

BASIC SKILLS: Basic math skills; ability to read and follow instructions; oral communication skills, and ability to write legibly.

FOR CAREER ADVANCEMENT: Responsible when driving; customer service; honesty; cautious with equipment; trustworthy; safety, and awareness.

LICENSES: Possession of valid Class A and Class B driver's licenses.

TRUCK DRIVER - HEAVY OR TRACTOR TRAILER

15 Firms Surveyed with 256 Employees in Occupation. OES Code: 971020

EMPLOYMENT TRENDS

Supply & Demand

Employers report it is **moderately difficult** to find fully experienced and qualified applicants. It is **very difficult** to find inexperienced applicants. The turnover rate is **22.1%**.

Where The Jobs Are

Trucking and Courier Services, Except Air
Freight Transportation Services

Size of Occupation

Large - 5,880 - 7,050

Job Growth Projection

Orange County Average Job Growth Rate: **19.2%**

EDD Forecast Job Growth Rate (1997-2004): **19.9%**

Growth Rate: **Average**

| Employment Levels | Decline | Remain Stable | Grow |
|-----------------------|---------|---------------|------|
| Past Year | 33% | 33% | 33% |
| Projected Next 24 Mo. | 0% | 40% | 60% |

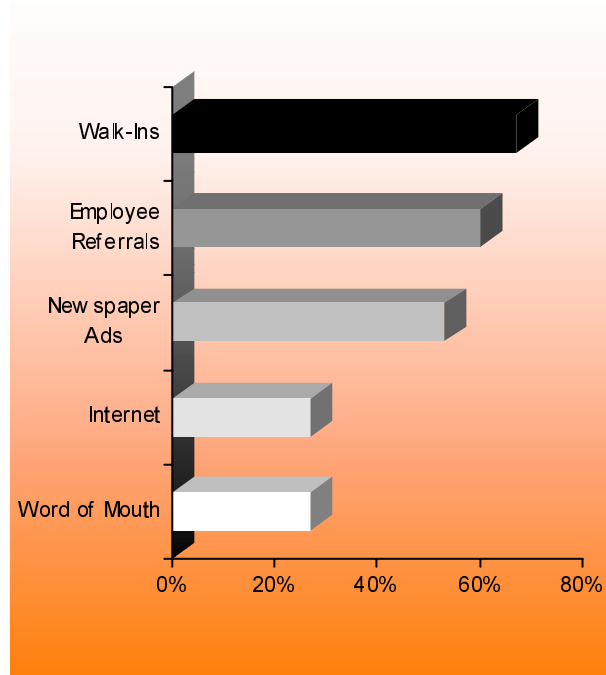
The reported percentages apply to employers responding to these questions.

OTHER INFORMATION

Work Patterns

- 40% of all employers promote.
- 93% of employers surveyed are non-union. 7% of employers surveyed are union.
- 99% of employees work full time for an average of 46 hours per week. 1% of employees work part-time for an average of 20 hours per week.
- 6% of the employees are female, and 94% are male.

RECRUITING METHODS



TRAINING PROVIDERS

- California Career Schools
- Central County Regional Occupational Program
- United Truck and Car Driving School, Inc.

Programs Offered: Truck, Bus and Other Commercial Vehicle Operator.

For additional Training Providers or details for the providers listed, contact the providers directly or visit the following web sites:

- State Training Inventory www.soicc.ca.gov
- Orangeworks www.orangeworks.org
- I-Train www.i-train.org
- CA Regional Occupational Programs www.carocp.org

VETERINARY ASSISTANTS

15 Firms Surveyed with 66 Employees in Occupation. OES Code: 798060

DESCRIPTION

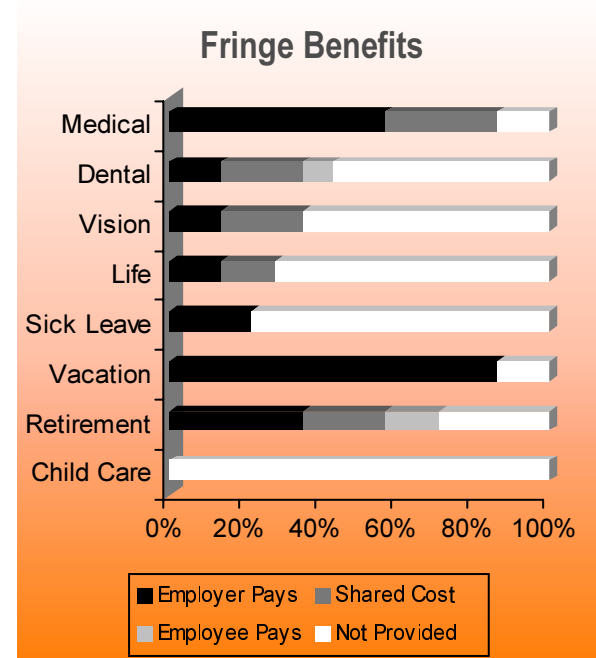
Veterinary Assistants examine animals for a veterinarian. They prepare animals for surgery, perform post-operational medical treatment as needed, and give medications to animals. They usually work directly under the supervision of a veterinarian. They receive extensive training on the job and may also have some post secondary education such as trade school or junior college.

Alternate Job Titles: Assistants, Technicians, Veterinary Technicians.

WAGES & BENEFITS

Union, Non-Union Full & Part-Time Wages

| | Range | Median |
|--------------------------|-------------------|---------|
| New Hires, Inexperienced | \$6.50 - \$9.59 | \$9.00 |
| New Hires, Experienced | \$7.50 - \$13.00 | \$10.00 |
| 3+ Years With Firm | \$11.00 - \$16.00 | \$14.00 |

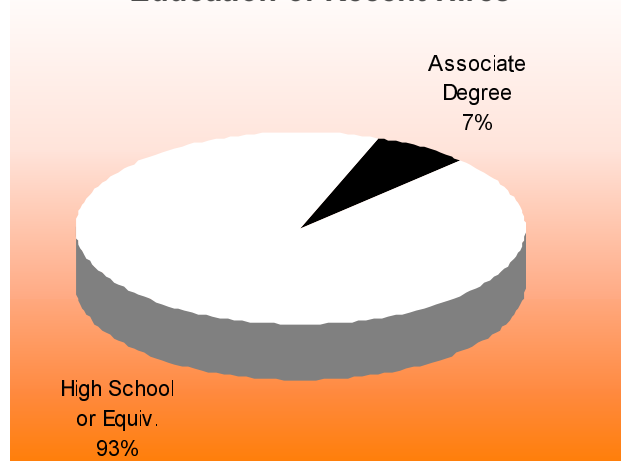


All data is based on full time employment and the percentages of employers responding to this question.

Many employers report they will accept training in lieu of experience. **Most** employers report that technical or vocational training is not required. **Many** employers require previous work experience, and **many** employers will accept other types of occupational experience.

EMPLOYER REQUIREMENTS

Education of Recent Hires



SKILLS, LICENSES, & OTHER REQUIREMENTS

TECHNICAL: Ability to accurately record and report information; ability to follow feeding and handling requirements for animals; ability to administer medications; ability to apply sterilization techniques; ability to administer emergency first aid; ability to take vital signs; certified in animal health care; ability to write effectively; teeth cleaning and polishing skills, and ability to follow laboratory procedures.

PERSONAL OR OTHER: Ability to lift at least 50 lbs. repeatedly; willingness to work with close supervision; public contact skills; ability to work under pressure; ability to work independently, and ability to assess emergency situations and set priorities quickly.

BASIC SKILLS: Ability to read and follow instructions; basic math skills; ability to write legibly, and oral communication skills.

COMPUTER SOFTWARE: Word, Excel, and Cornerstone.

FOR CAREER ADVANCEMENT: Love of animals; leadership skills; hard working; good communication skills; veterinary knowledge, continuing education, and attendance at seminars.

NEW SKILLS: Laser surgery and ultrasound.

EMPLOYMENT TRENDS

Supply & Demand

Employers report it is **very difficult** to find fully experienced and qualified applicants. It is also **very difficult** to find inexperienced applicants. The turnover rate is **46.0%**.

Where The Jobs Are

Veterinary Clinics and Hospitals

Size of Occupation

Small - 5200 - 6700

Job Growth Projection

Orange County Average Job Growth Rate:

19.2%

EDD Forecast Job Growth Rate (1997-2004):

28.8%

Growth Rate:

Much Faster Than Average

| Employment Levels | Decline | Remain Stable | Grow |
|-----------------------|---------|---------------|------|
| Past Year | 0% | 93% | 7% |
| Projected Next 24 Mo. | 0% | 67% | 33% |

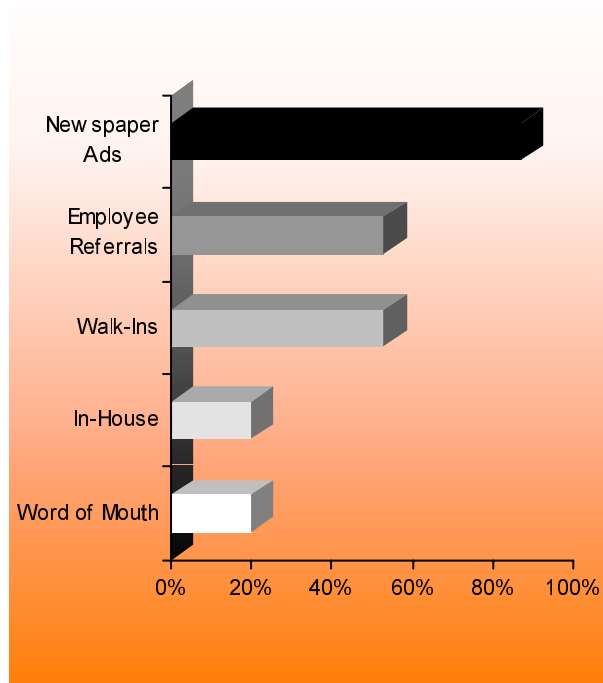
The reported percentages apply to employers responding to these questions.

OTHER INFORMATION

Work Patterns

- 67% of all employers promote.
- 100% of employers surveyed are non-union.
- 64% of employees work full time for an average of 40 hours per week. 36% of employees work part-time for an average of 26 hours per week.
- Emerging occupations include Behavior Management.
- 65% of the employees are female, and 35% are male.

RECRUITING METHODS



TRAINING PROVIDERS

- Argosy University
- Capistrano - Laguna Beach Regional Occupational Program
- Coastline Regional Occupational Program

Programs Offered – Veterinarian Assistant / Animal Health Technician.

For additional Training Providers or details for the providers listed, contact the providers directly or visit the following web sites:

- State Training Inventory www.soicc.ca.gov
- Orangeworks www.orangeworks.org
- I-Train www.i-train.org
- CA Regional Occupational Programs www.carocp.org

WELDERS AND CUTTERS

15 Firms Surveyed with 53 Employees in Occupation. OES Code: 939140

DESCRIPTION

Welders and Cutters use flamecutting, hand, arc, and gas welding equipment, and gas torches, to weld together metal components of such products as pipelines, automobiles, boilers, and ships, or join together components of fabricated sheet metal assemblies, or cut, trim, or scarf metal objects to dimensions as specified by layout, work orders, or blueprints.

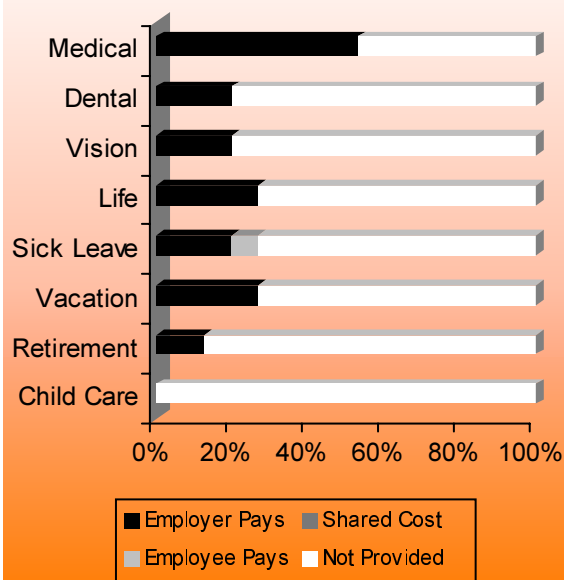
Alternate Job Titles: Fabricators, MIG-Welders, Welder Fabricators.

WAGES & BENEFITS

Union and Non-Union Full and Part-Time Wages

| | Range | Median |
|--------------------------|------------------|---------|
| New Hires, Inexperienced | \$8.00 - \$8.00 | \$8.00 |
| New Hires, Experienced | \$7.00 - \$15.00 | \$10.00 |
| 3+ Years With Firm | \$3.00 - \$23.00 | \$15.00 |

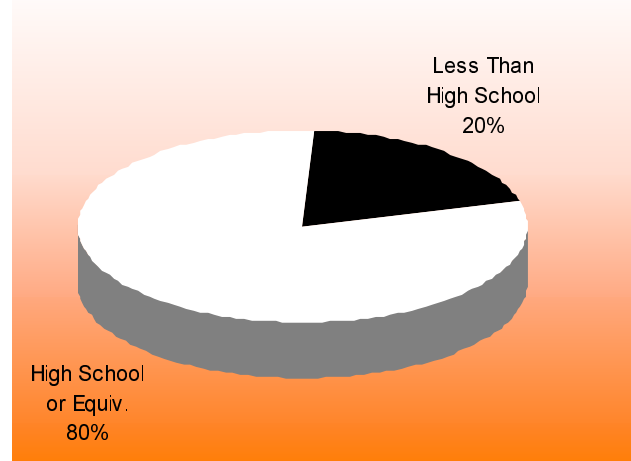
Fringe Benefits



All data is based on full time employment and the percentages of employers responding to this question.

EMPLOYER REQUIREMENTS

Education of Recent Hires



Most employers report they will not accept training in lieu of experience. **Many** employers report that technical or vocational training is not required. **Almost all** employers require previous work experience, and **most** employers will not accept other types of occupational experience.

SKILLS, LICENSES, & OTHER REQUIREMENTS

TECHNICAL: Ability to pass a work performance test; certified pressure vessel and pipe welder; ability to use precision tools; gas welding skills; arc welding skills; ability to operate inspection equipment; certified structural welder; ability to read blueprints, and ability to read working drawings.

PERSONAL OR OTHER: Ability to work from ladders and scaffolds; ability to work in awkward positions; ability to stand continuously for 2 or more hours; possession of mechanical aptitude; willingness to work with close supervision, and ability to work independently.

BASIC SKILLS: Ability to write legibly; ability to read and follow instructions, basic math skills, and oral communication skills.

FOR CAREER ADVANCEMENT: Experience, language communication skills; job knowledge; speed; accuracy; machinery safety; plasma skills; ability to read blueprints, and continued education.

NEW SKILLS: Tube/metal fitting, and welding with aluminum or titanium metals.

WELDERS AND CUTTERS

15 Firms Surveyed with 53 Employees in Occupation. OES Code: 939140

EMPLOYMENT TRENDS

Supply & Demand

Employers report it is **moderately difficult** to find fully experienced and qualified applicants. It is also **moderately difficult** to find inexperienced applicants. The turnover rate is **20.4%**.

Where The Jobs Are

Motor Vehicles and Equipment
Miscellaneous Fabricated Metal Products

Size of Occupation

Medium - 2,270 - 2,920

Job Growth Projection

Orange County Average Job Growth Rate:

19.2%

EDD Forecast Job Growth Rate (1997-2004):

28.6%

Growth Rate:

Faster Than Average

| Employment Levels | Decline | Remain Stable | Grow |
|-----------------------|---------|---------------|------|
| Past Year | 0% | 73% | 27% |
| Projected Next 24 Mo. | 0% | 40% | 60% |

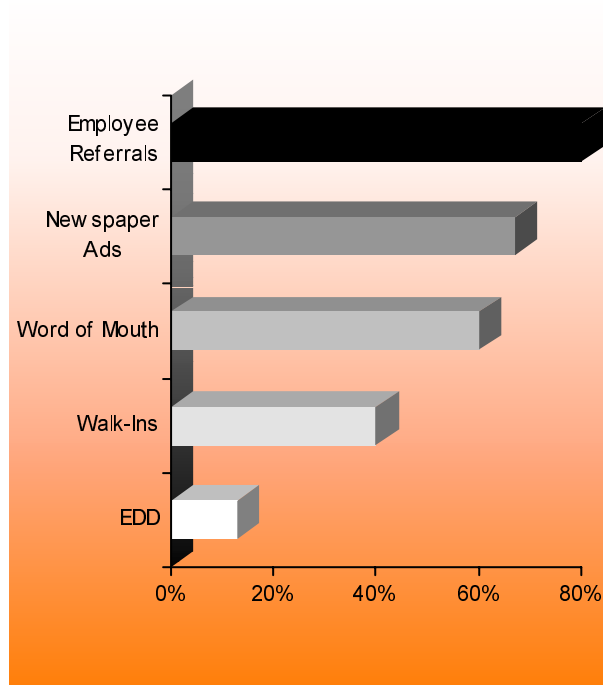
The reported percentages apply to employers responding to these questions.

OTHER INFORMATION

Work Patterns

- 40% of all employers promote.
- 100% of employers surveyed are non-union.
- 85% of employees work full time for an average of 40 hours per week. 15% of employees work part-time for an average of 27 hours per week.
- 100% of the employees are male.

RECRUITING METHODS



TRAINING PROVIDERS

- Central County Regional Occupational Program
- Fullerton Community College
- North Orange County Regional Occupational Program

Programs Offered: Welder/Welding Technologist.

For additional Training Providers or details for the providers listed, contact the providers directly or visit the following web sites:

- State Training Inventory www.soicc.ca.gov
- Orangeworks www.orangeworks.org
- I-Train www.i-train.org
- CA Regional Occupational Programs www.carocp.org

WHOLESALE AND RETAIL BUYERS - EXCEPT FARM PRODUCTS

15 Firms Surveyed with 71 Employees in Occupation. OES Code: 213020

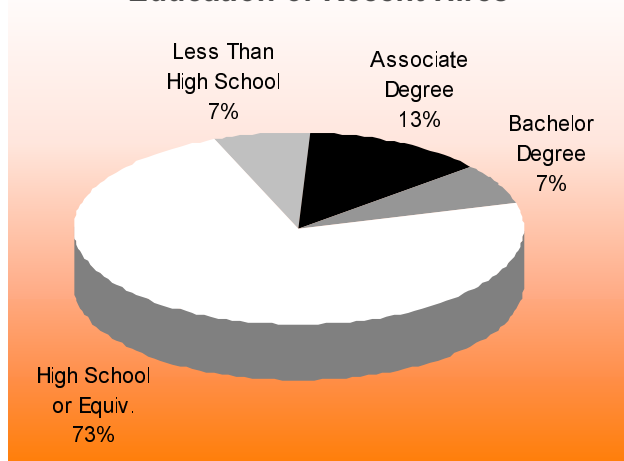
DESCRIPTION

Wholesale and Retail buyers buy merchandise or commodities (other than farm products) for resale to consumers at the wholesale or retail level, including both durable and nondurable goods. They analyze past buying trends, sales records, and the price and quality of merchandise to determine value and yield. Buyers select, order, and authorize payment of merchandise according to contractual agreements. They may conduct meetings with sales personnel and introduce new products. Includes Assistant Buyers.

Alternate Job Titles: Purchasers, Purchasing Accountants, Brokers, Purchasing Agents, Sales Associates.

EMPLOYER REQUIREMENTS

Education of Recent Hires



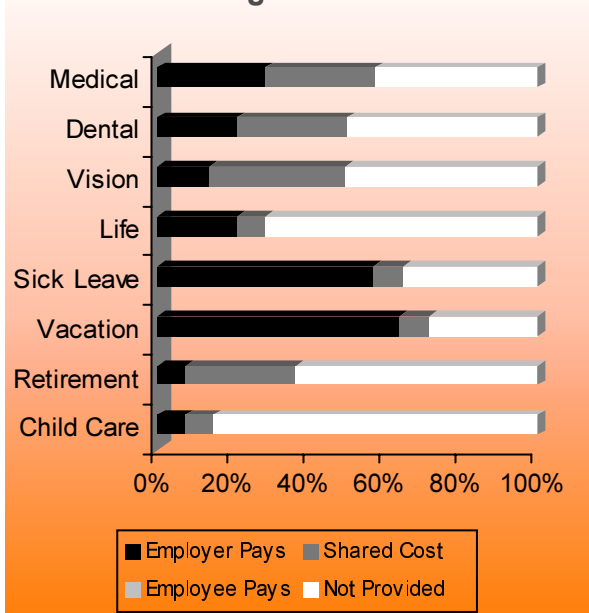
Many employers report they will accept training in lieu of experience. **All** employers report that technical or vocational training is not required. **Most** employers require previous work experience, and **many** employers will not accept other types of occupational experience.

WAGES & BENEFITS

Union and Non-Union Full and Part-Time Wages

| | Range | Median |
|--------------------------|------------------|---------|
| New Hires, Inexperienced | \$6.25 - \$12.50 | \$6.75 |
| New Hires, Experienced | \$6.25 - \$16.78 | \$11.51 |
| 3+ Years With Firm | \$7.00 - \$23.01 | \$14.38 |

Fringe Benefits



All data is based on full time employment and the percentages of employers responding to this question.

SKILLS, LICENSES, & OTHER REQUIREMENTS

TECHNICAL: Verbal presentation skills; ability to demonstrate knowledge of specific products; telephone answering skills; understanding of inventory techniques; knowledge of economic principles; record keeping skills; ability to follow purchasing procedures; supervisory skills; completion of marketing courses; business math skills, and ability to write effectively.

PERSONAL OR OTHER: Ability to work independently; willingness to work with close supervision; ability to work under pressure, and public contact skills.

BASIC SKILLS: Oral communication skills; ability to write legibly, and ability to read and follow instructions.

COMPUTER SOFTWARE: Word, Excel, Access, PowerPoint, QuickBooks, and 4th Dimension.

FOR CAREER ADVANCEMENT: Customer management; product knowledge; computer and internet skills; productivity; math aptitude; organizational skills; interpersonal skills; strong verbal and written communication skills, and a team player.

NEW SKILLS: Computer skills, and coordinating importing.

LICENSE: Possession of a valid driver's license.

WHOLESALE AND RETAIL BUYERS - EXCEPT FARM PRODUCTS

15 Firms Surveyed with 71 Employees in Occupation. OES Code: 213020

EMPLOYMENT TRENDS

Supply & Demand

Employers report it is **very difficult** to find fully experienced and qualified applicants. It is **moderately difficult** to find inexperienced applicants. The turnover rate is **26.1%**.

Where The Jobs Are

Grocery Stores
Electrical Goods, Professional & Commercial Equipment

Size of Occupation

Small - 900 - 1,030

Job Growth Projection

Orange County Average Job Growth Rate:

19.2%

EDD Forecast Job Growth Rate (1997-2004):

14.4%

Growth Rate:

Slower Than Average

| Employment Levels | Decline | Remain Stable | Grow |
|-----------------------|---------|---------------|------|
| Past Year | 7% | 67% | 27% |
| Projected Next 24 Mo. | 7% | 67% | 27% |

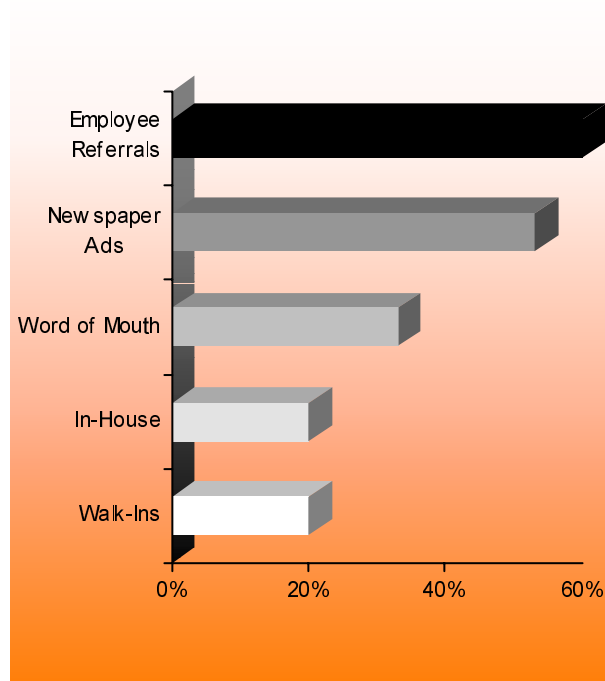
The reported percentages apply to employers responding to these questions.

OTHER INFORMATION

Work Patterns

- 60% of all employers promote.
- 100% of employers surveyed are non-union.
- 83% of employees work full time for an average of 40 hours per week. 17% of employees work part-time for an average of 27 hours per week.
- Emerging occupations include Digital Connectivity.
- 54% of the employees are female, and 46% are male.

RECRUITING METHODS



TRAINING PROVIDERS

- Goodwill Industries of Orange County
- Central County Regional Occupational Program
- North Orange County Regional Occupational Program

Programs Offered: Heating, Air Conditioning and Refrigeration Mechanic and Technician.

For additional Training Providers or details for the providers listed, contact the providers directly or visit the following web sites:

- State Training Inventory www.soicc.ca.gov
- Orangeworks www.orangeworks.org
- I-Train www.i-train.org
- CA Regional Occupational Programs www.carocp.org

TRAINING PROVIDERS FOR YEAR 2001 - BY OCCUPATION

ACCOUNTANTS & AUDITORS 211140

Academy for Tax Preparers
Becker Conviser CPA Review
California Tax Institute
Coastline Community College
Coastline Garden Grove Center
Coastline Huntington Westminster Center
Golden Gate University
Golden West College
H & R Block Tax School
Jackson Hewitt Tax School
Keller Graduate School of Management
Learning Tree University
Pacific West College of Law
Santiago Canyon College
University of Phoenix
University of Redlands
Vanguard University
William Howard Taft University

AMUSEMENT & RECREATION ATTENDANTS 680140

California State University, Fullerton
Capistrano-Laguna Beach ROP
Central County ROP - Ritchey Center
Coastline Community College
Coastline Garden Grove Center
Coastline Huntington Westminster Center
Coastline ROP
Concordia University
Cypress College - Continuing Education
Cypress Community College
Fullerton Community College
Golden West College
Hope International University
Irvine Valley College
Learning Tree University
North Orange County ROP
Orange Coast College
Ramona's Vocational Schools Inc.
Saddleback College
Saddleback Valley Adult School
Santa Ana College
Santiago Canyon College
Soka University - Aliso Viejo Campus
Yorba Linda Continuing Education Center

ASSEMBLERS-ELECTRICAL & ELECTRONIC EQUIPMENT-PRECISION 931140

Alarm Communications Tech
California Institute of Customer Engineering
Garden Grove Adult Education and ROP

CORRECTION OFFICERS & JAILERS 630170

Capistrano-Laguna Beach ROP
Central County ROP
Civil Service Academy Inc.
Cypress Community College
Fullerton Community College
Santa Ana College

DATABASE ADMINISTRATORS 251030

Argosy University
California State University Fullerton
Capistrano Unified School District-Community Education
Central County ROP
Coastline Community College
Coastline Huntington Westminster Center
Computer Education Institute (CEI)
Concordia University
Excel Technical College, Inc.
Gendarme Institute
Golden West College
Hi Tek Solutions, Inc.
Hope International University
Inetversity
Infotec
Irvine Valley College
Keller Graduate School of Management
Learning Tree University
MTI College
National University
New Horizons Computer Learning Center
Orange Coast College
Professional Career Institute - Irvine
Saddleback College
Santiago Canyon College
Software Education of America, Inc.
University of California Irvine Extension
University of Phoenix
Vanguard University
Webster University
Wolden Multimedia Institute
Yorba Linda Continuing Education Center

FITNESS / WELLNESS COORDINATORS 77127999

California State University Fullerton, Ruby Gerontology
Center, Lifespan Wellness Clinic
Coastline Community College
Coastline Garden Grove Center
Coastline Huntington Westminster Center
Ecologics Training Institute
Health Science Associates
Nova Southeastern University
Saddleback College

FOREIGN LANGUAGE & LITERATURE TEACHERS, POSTSECONDARY 312150

Alliant International University
Argosy University
California Coast University
California State University, Fullerton
Chapman University
Concordia University
International University
Newport University
Soka University
University of California, Irvine



***T**RAINING PROVIDERS FOR YEAR 2001 - BY OCCUPATION*

GRAPHIC ART DESIGNERS 141061996

Argosy University
California Learning Center
California State University Fullerton
CEI College
Central County ROP
Coastline College Tech Center
Coastline Garden Grove Center
Coastline Huntington Westminster Center
Coastline ROP
College of Information Technology
Comp USA Training Supercenter
Computer & Electronic School of Anaheim
Computer Education Institute (CEI)
Cypress Community College
Datatrain Institute Inc.
Excel Technical College Inc.
Executive 2000 Inc.
Executrain of California
Golden West College
Hi Tek Solutions Inc.
ICTP Training technology
Inetversity
Infotec
Institute of Network Technology
Irvine Valley College
Keller Graduate School of Management
Laguna Beach Adult Education
Learning Tree University
Monterey Park College
National University
Netsystems Software Training, Inc.
New Horizons Computer Learning Center
North Orange County ROP
Orange Coast College
Platt College
Professional Career Institute - Irvine
Saddleback College
Saddleback Valley Adult School
Santiago Canyon College
Smart Digital Technology Inc.
Soft-Train Inc.
Software Education of America, Inc.
University of California Irvine Extension
University of Phoenix
US Technical Institute
Vanguard University
Webster University
Westwood College of Technology
Wolden Multimedia Institute
Yorba Linda Continuing Education Center

HEATING, AIR CONDITIONING, & REFRIGERATION MECHANICS & INSTALLERS 859020

Brownson Technical School
Central County ROP
Cypress Community College
North Orange County ROP
Orange Coast College
Practical Schools

LOAN & CREDIT CLERKS 531210

American School of Mortgage Banking
Central County ROP
Coastline Community College
Coastline Garden Grove Center
Coastline Huntington Westminster Center
Coastline ROP
Irvine Valley College
North Orange County ROP
Santa Ana College

MACHINISTS 891080

California Career Schools
Fullerton Community College
National Tooling & Machining Association Training
Orange Coast College
QPE Technical Institute
Sutech School of Vocational & Technical Training

MAINTENANCE REPAIRERS-GENERAL UTILITY 851320

Allied Business Schools
California Career Schools
Career Management Institute
Center for Employment Training (CET)
Santa Ana College
Timberline Education Center

MEDICAL RECORDS TECHNICIAN 329110

American Career College
Career Networks Institute
Concorde Career Institute
Larson Training Centers
Yorba Linda Continuing Education Center

OPERATING ENGINEERS 979560

Allied Business Schools
Capistrano-Laguna Beach ROP
Career Management Institute
Contractor's License Exam Center, Inc.
Contractors State License School
Garden Grove Adult Education & ROP
North Orange County ROP
Orange Coast College
Timberline Education Center
Union Contractors License School



TRAINING PROVIDERS FOR YEAR 2001 - BY OCCUPATION

PAINTERS, PAPERHANGERS-CONSTRUCTION & MAINTENANCE 874020

Allied Business Schools
Capistrano-Laguna Beach ROP
Career Management Institute
Contractor's License Exam Center Inc.
Contractors State License Schools
Garden Grove Adult Education & ROP
North Orange County ROP
Orange Coast College
Timberline Education Center
Union Contractors License School

PHARMACY TECHNICIANS 325180

American Career College
Concorde Career Institute
CSI, Bryman College
Health Staff Training Institute
North Orange County ROP
Santa Ana College
Southern California College of Business & Law

PHYSICIANS' ASSISTANTS 325110

No Training Available in Orange County
See: California Academy of Physician Assistants
www.capanet.org

RADIOLOGIC TECHNOLOGISTS 329190

Cypress Community College
Orange Coast College

SECRETARIES, EXCEPT LEGAL & MEDICAL 551080

Academy of Computer Technology
Allied Business Schools
CEI College
Computer & Electronic School of Anaheim
MTI College
Pacific College of Business
S E R / Jobs for Progress, Inc.
Universal Career Institute

TECHNICAL WRITERS 340050

California State University Fullerton
Chapman University
Coastline Community College
College of Information Technology
Cypress Community College
Fullerton Community College
Irvine Valley College
Saddleback College
Santa Ana College
Santiago Canyon College
University of California Irvine

TRAVEL AGENTS 430210

Cypress Community College
MTI College
North Orange County ROP
Orange Coast College

TRUCK DRIVERS-HEAVY OR TRACTOR TRAILER 971020

California Career Schools
Central County ROP
United Truck and Car Driving School, Inc.

VETERINARY ASSISTANTS 798060

Argosy University
Capistrano-Laguna Beach ROP
Central County ROP
Coastline ROP
North Orange County ROP

WELDERS & CUTTERS 939140

Central County ROP
Cypress Community College
Fullerton Community College
North Orange County ROP
Orange Coast College
Santa Ana College
Santiago Canyon College

WHOLESALE & RETAIL BUYERS-EXCEPT FARM PRODUCTS 213020

Central County ROP
Goodwill Industries of Orange County
North Orange County ROP



TRAINING PROVIDERS FOR YEAR 2001 SURVEYED OCCUPATIONS

| | | | |
|---------------------------------------|------------------------------------|----------------------------|----------------|
| Academy For Tax Preparers | 2134 North Hathaway | Santa Ana, CA 92711 | (714) 834-9266 |
| Academy of Computer Technology | 16371 Beach Boulevard #151 | Huntington Beach, CA 92645 | (714) 843-6360 |
| Alarm Communications Tech | 1440 South State College Boulevard | Anaheim, CA 92806 | (714) 518-5930 |
| Alliant International University | 2500 Michelson Drive, Suite 400 | Irvine, CA 92612 | (858) 635-4772 |
| Allied Business Schools | 22952 Alcalde Drive | Laguna Niguel, CA 92653 | (888) 925-4283 |
| American Career College | 1200 North Magnolia Avenue | Anaheim, CA 92801 | (800) 956-7832 |
| Am. School of Mortgage Banking | 17332 Irvine Boulevard, Suite 200 | Tustin, CA 92780 | (714) 832-2762 |
| Argosy University | 3745 West Chapman Avenue, # 10 | Orange, CA 92868 | (714) 940-0025 |
| Becker Conviser CPA Review | 2932 East Nutwood Avenue | Fullerton, CA 92831 | (818) 710-2600 |
| Brownson Technical School | 110 Technology Circle, Suite D | Anaheim, CA 92805 | (714) 774-9443 |
| California Career Schools | 1100 Technology Circle | Anaheim, CA 92805 | (714) 635-6585 |
| California Coast University | 700 North Main Street | Santa Ana, CA 92701 | (714) 547-9625 |
| CA Instit. of Customer Engineering | 18006 Sky Park Circle, Suite 110 | Irvine, CA 92615 | (949) 474-7655 |
| California Learning Center | 172 North Tustin Avenue, #301 | Orange, CA 92867 | (714) 516-2377 |
| California State University Fullerton | 800 North State College Boulevard | Fullerton, CA 92834-9480 | (714) 278-2011 |
| California Tax Institute | 5281 Laurel View Circle | Yorba Linda, CA 92886 | (714) 777-3289 |
| Capistrano Unified School District | 31422 Camino Capistrano | San Juan Capis., CA 92675 | (949) 493-0658 |
| Capistrano-Laguna Beach ROP | 31522 El Camino Real | San Juan Capis., CA 92675 | (949) 496-3118 |
| Career Management Institute | 1855 West Katella Avenue, # 150 | Orange, CA 92867 | (714) 771-5077 |
| Career Networks Institute | 986 Town & Country Road | Orange, CA 92868 | (714) 635-3450 |
| CEI College | 1360 South Anaheim Boulevard | Anaheim, CA 92805 | (714) 758-1500 |
| Center For Employment Training | 120 West Fifth Street, Suite 120 | Santa Ana, CA 92701 | (714) 479-5002 |
| Central County ROP | 2323 North Broadway, Suite 301 | Santa Ana, CA 92706 | (714) 541-5537 |
| Chapman University | One University Drive | Orange, CA 92866 | (714) 997-6701 |
| Civil Service Academy Inc | 8361 Westminster Boulevard, # 330 | Westminster, CA 92683 | (714) 897-5150 |
| Coastline College Tech Center | 10200 Slater Avenue | Fountain Valley, CA 92708 | (714) 546-7600 |
| Coastline Community College | 11460 Warner Avenue | Fountain Valley, CA 92708 | (714) 546-7600 |
| Coastline Garden Grove Center | 12901 Euclid Street | Garden Grove, CA 92840 | (714) 241-6209 |
| Coastline Huntington Westmin. Ctr | 5172 McFadden Avenue | Huntington Beach, CA 92649 | (714) 241-6184 |
| Coastline ROP | 1001 Presido Square | Costa Mesa, CA 92626 | (714) 979-1955 |
| College of Information Technology | 2701 East Chapman Avenue, # 101 | Fullerton, CA 92831 | (714) 879-5100 |
| Comp USA Training Supercenter | 25262 El Paseo | Mission Viejo, CA 92653 | (714) 965-4250 |
| Computer & Elec. School of Anaheim | 7439 La Palma Avenue | Buena Park, CA 90620 | (714) 254-1070 |
| Computer Education Institute | 2035 East Ball Road, Suite 100 | Anaheim, CA 92806 | (714) 772-6941 |
| Concorde Career Institute | 12951 Euclid Street, Suite 101 | Garden Grove, CA 92840 | (714) 635-3450 |
| Concordia University | 1530 Concordia West | Irvine, CA 92612 | (949) 854-8002 |
| Contractor's License Exam Center | 18682 Beach Boulevard, #110-B | Huntington Beach, CA 92648 | (800) 480-7277 |
| Contractors State License Schools | 530 West Katella Avenue | Orange, CA 92867 | (714) 289-9107 |
| CSI, Bryman College | 511 North Brookhurst Street, # 300 | Anaheim, CA 92801 | (714) 953-6500 |



TRAINING PROVIDERS FOR YEAR 2001 SURVEYED OCCUPATIONS

| | | | |
|-------------------------------------|--------------------------------------|----------------------------|----------------|
| Cypress College-Continuing Ed. | 9200 Valley View | Cypress, CA 90630 | (714) 484-7038 |
| Cypress Community College | 9200 Valley View | Cypress, CA 90630 | (714) 484-7302 |
| Datatrain Institute | 4510 East Pacific Coast Hwy., #240 | Long Beach, CA 90804 | (800) 832-8287 |
| Ecologics Training Institute | 4155 East La Palma, Suite 500 | Anaheim, CA 92807 | (714) 528-0000 |
| Excel Technical College | 2050 West Chapman, Suite 108 | Orange, CA 92868 | (714) 712-4166 |
| Executive 2000 | 2041 Business Center Drive | Irvine, CA 92614 | (949) 794-9090 |
| Executrain of California | 17877 Von Karman Avenue, # 150 | Irvine, CA 92614 | (800) 300-6440 |
| Fullerton Community College | 321 East Chapman Avenue | Fullerton, CA 92832 | (714) 992-7000 |
| Garden Grove Adult Ed. & ROP | 11852 Knott Street | Garden Grove, CA 92845 | (714) 663-6525 |
| Garden Grove Adult Ed. & ROP | 11262 Garden Grove Boulevard | Garden Grove, CA 92843 | (714) 663-6291 |
| Gendarme Institute | 12831 Western Avenue, Suite A | Garden Grove, CA 92841 | (714) 539-7701 |
| Golden Gate University | 2222 Martin Street, Suite 100 | Irvine, CA 92612 | (888) 874-2923 |
| Golden West College | 15744 Golden West Street | Huntington Beach, CA 92647 | (714) 892-7711 |
| Goodwill Industries of Or. County | 410 North Fairview Street | Santa Ana, CA 92703 | (714) 547-6308 |
| H & R Block Tax School | 12807 Beach Boulevard | Stanton, CA 90680 | (714) 891-3835 |
| Health Sciences Associates | 10771 Noel Street | Los Alamitos, CA 90720 | (714) 220-3922 |
| Health Staff Training Institute | 1505 East 17th Street, Suite 122 | Santa Ana, CA 92705 | (714) 543-9828 |
| Hi Tek Solutions | 2361 Campus Drive, Suite 107 | Irvine, CA 92612 | (949) 474-8270 |
| ICTP Training Technology | 731 East Ball Road, Suite 100 | Anaheim, CA 92805 | (714) 520-4062 |
| Inetversity | 19972 MacArthur Boulevard, #100 | Irvine, CA 92615 | (310) 921-199 |
| Infotec | 3100 South Harbor Boulevard, # 10 | Santa Ana, CA 92704 | (714) 755-7120 |
| Institute of Network Technology | 1901 4th Street, #310 | Santa Ana, CA 92705 | (562) 424-9200 |
| Irvine Valley College | 5500 Irvine Center Drive | Irvine, CA 92618 | (949) 451-5100 |
| Jackson Hewitt Tax Service | 1331 South Harbor Boulevard | Fullerton, CA 92832 | (714) 773-5005 |
| Keller Grad. School of Management | 3333 Michelson Drive, Suite 429 | Irvine, CA 92612 | (949) 752-5631 |
| Laguna Beach Adult Education | 550 Blumont Street | Laguna Beach, CA 92651 | (949) 497-7700 |
| Larson Training Centers | 2041 West Orangewood Avenue | Orange, CA 92668 | (714) 634-1800 |
| Learning Tree University | 265 McCormick Avenue | Costa Mesa, CA 92626 | (818) 882-5599 |
| Monterey Park College | 12362 Beach Boulevard, # 100 | Stanton, CA 90680 | (877) 926-8672 |
| MTI College | 3011 West Chapman Avenue, # 100 | Orange, CA 92668 | (714) 385-1132 |
| National Tooling & Machining Assoc. | 3036 Enterprise Street | Costa Mesa, CA 92626 | (562) 921-3722 |
| National University | 3390 Harbor Boulevard | Costa Mesa, CA 92626 | (800) 628-8648 |
| Netsystems Software Training | 525 North Cabrillo Park Drive, # 125 | Santa Ana, CA 92701 | (714) 543-6869 |
| New Horizons Computer Center | 1900 South State College Boulevard | Anaheim, CA 92806 | (714) 556-1220 |
| Newport University | 20101 Southwest Birch Street, # 120 | Newport Beach, CA 92660 | (949) 757-1155 |
| North Orange County ROP | 2360 West La Palma Avenue | Anaheim, CA 92801 | (714) 502-5858 |
| Nova Southeastern University | 2800 Marguerite Parkway | Mission Viejo, CA 92692 | (954) 475-7580 |
| Orange Coast College | 2701 Fairview Road | Costa Mesa, CA 92628 | (714) 432-0202 |
| Pacific College of Business | 3160 Redhill Avenue | Costa Mesa, CA 92626 | (714) 662-4402 |

TRAINING PROVIDERS FOR YEAR 2001 SURVEYED OCCUPATIONS

| | | | |
|--|------------------------------------|--------------------------|----------------|
| Pacific West College of Law | 1380 South Sanderson Avenue | Anaheim, CA 92806 | (714) 535-5661 |
| Platt College | 3901 MacArthur Boulevard | Newport Beach, CA 92660 | (949) 833-2300 |
| Practical Schools | 900 East Ball Road | Anaheim, CA 92805 | (714) 535-6000 |
| Professional Career Institute | 18022 Cowan Street, Suite 201C | Irvine, CA 92614 | (562) 916-5055 |
| QPE Technical Institute | 1558 North Gemini Place | Anaheim, CA 92801 | (714) 778-5518 |
| Ramona's Vocational Schools | 410 West 4th Street | Santa Ana, CA 92701 | (714) 542-2849 |
| SER/Jobs For Progress | 1243 East Warner Avenue | Santa Ana, CA 92705 | (714) 556-8741 |
| Saddleback College | 28000 Marguerite Parkway | Mission Viejo, CA 92692 | (949) 582-4555 |
| Saddleback Valley Adult School | 25598 Diseno Drive | Mission Viejo, CA 92691 | (949) 837-8830 |
| Santa Ana College | 1530 West 17th Street | Santa Ana, CA 92706 | (714) 564-6000 |
| Santiago Canyon College | 8045 East Chapman Avenue | Orange, CA 92869 | (714) 564-4000 |
| Smart Digital Technology | 680 Langsdorf Drive, Suite 108 | Fullerton, CA 92831 | (714) 526-6800 |
| Soft-Train | 1820 East First Street, Suite 200 | Santa Ana, CA 92705 | (714) 973-7100 |
| Software Education of America | 265 South Randolph Avenue, # 220 | Brea, CA 92821 | (888) 318-9750 |
| Soka University-Aliso Viejo | 1 University Drive | Aliso Viejo, CA 92656 | (949) 480-4000 |
| So. CA College of Business & Law | 595 West Lambert Road | Brea, CA 92821 | (714) 256-8830 |
| Sutech School of Voc. & Tech.Train. | 1855 South Santa Cruz Street | Anaheim, CA 92805 | (323) 262-3210 |
| Timberline Education Center | 1801 East Edinger Avenue | Santa Ana, CA 92705 | (714) 550-1175 |
| Union Contractors License School | 8942 Garden Grove Boulevard, # 212 | Garden Grove, CA 92844 | (714) 537-5830 |
| United Truck & Car Driving School | 1665 East 4th Street, #216 | Santa Ana, CA 92701 | (619) 296-2020 |
| Universal Career Institute | 1905 East 17th Street, Suite 260 | Santa Ana, CA 92705 | (714) 550-1052 |
| University of California Irvine | 204 Administration Building | Irvine, CA 92697 | (949) 824-6703 |
| University of California Irvine-Ext. | 204 Administration Building | Irvine, CA 92697 | (949) 834-5194 |
| University of Phoenix | 26632 Towne Centre Drive | Foothill Ranch, CA 92610 | (949) 829-8531 |
| University of Redlands | 200 East Sandpointe Avenue, # 300 | Santa Ana, CA 92708 | (714) 549-2006 |
| US Technical Institute | 223 East Imperial Highway, #150 | Fullerton, CA 92835 | (714) 526-0514 |
| Vanguard University | 55 Fair Drive | Costa Mesa, CA 92626 | (714) 556-3610 |
| Webster University | 2151 Michelson Drive, Suite 160 | Irvine, CA 92612 | (949) 250-7855 |
| Westwood College of Technology | 2461 West La Palma Avenue | Anaheim, CA 92801 | (714) 226-9990 |
| William Howard Taft University | 201 East Sandpointe Avenue, # 400 | Santa Ana, CA 92707 | (714) 850-4800 |
| Wolden Multimedia Institute | 888 Disneyland Drive, Suite 500 | Anaheim, CA 92808 | (714) 563-0863 |
| Yorba Linda Cont. Ed. Center | 4175 Fairmont Boulevard | Yorba Linda, CA 92886 | (714) 779-8279 |

Every effort is made to ensure accuracy, however, changes do occur. It is suggested that all information be verified.

The listing of training providers in this directory does not constitute approval or certification by the Orange County Workforce Investment Board.



ADJUSTMENT CLERKS

15 Firms Surveyed with 125 Employees in Occupation. OES Code: 531230

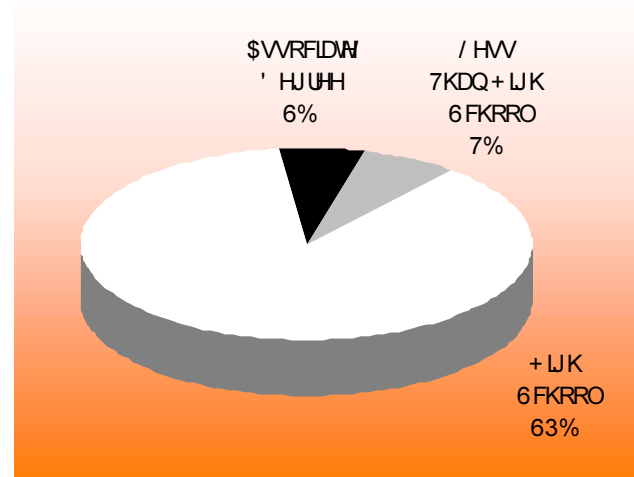
DESCRIPTION

Adjustment Clerks investigate and resolve customer complaints concerning merchandise, service, billing, or credit rating. They examine pertinent information to determine the accuracy of customer complaints and responsibility for errors, and notify customer and appropriate personnel of findings, adjustments, and recommendations, such as exchange of merchandise, refund of money, credit to customer's account, or the adjustment of the customer's bill.

Alternate Job Titles: Clerks, Managers, Customer Service Clerks, Collectors, Customer Service Representative.

EMPLOYER REQUIREMENTS

Education of Recent Hires



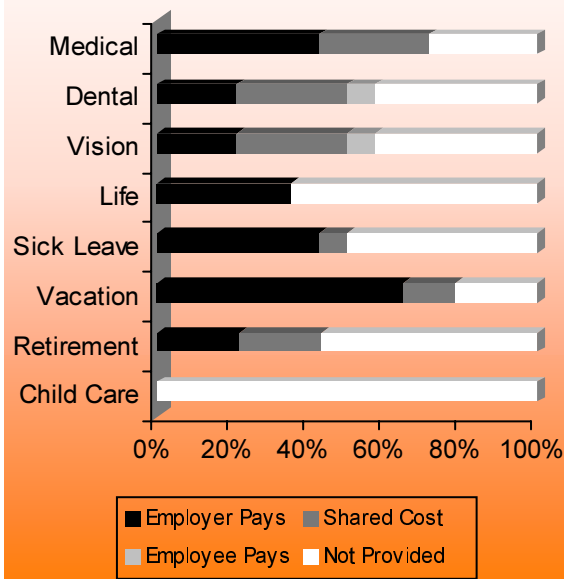
Almost all employers report they will not accept training in lieu of experience. **All** employers report that technical or vocational training is not required. **Many** employers require work experience.

WAGES & BENEFITS

Non-Union, Full and Part-Time Wages

| | Range | Median |
|--------------------------|------------------|---------|
| New Hires, Inexperienced | \$5.75 - \$11.00 | \$7.00 |
| New Hires, Experienced | \$6.00 - \$13.90 | \$10.79 |
| 3+ Years With Firm | \$6.25 - \$19.18 | \$11.99 |

Fringe Benefits



All data is based on full time employment and the percentages of employers responding to this question.

SKILLS, LICENSES, & OTHER REQUIREMENTS

TECHNICAL: Alphabetic and numeric filing skills; ability to perform detailed clerical work; telephone answering skills; ability to write effectively; problem solving skills, and ability to type at least 45 wpm.

PERSONAL OR OTHER: Understanding of a variety of cultures; willingness to work with close supervision; ability to work independently, and customer service skills.

BASIC SKILLS: Basic math skills; ability to read and follow instructions; ability to write legibly, and oral communication skills.

COMPUTER SOFTWARE: Word processing skills; spreadsheet software experience, and database experience.

FOR CAREER ADVANCEMENT: Interpersonal skills; communication; bilingual Spanish/English; team skills; leadership; self-motivation, and good job performance.

NEW SKILLS: Machine knowledge; computer literacy; Internet, and understanding Fair Credit Collection Act.

ADJUSTMENT CLERKS

15 Firms Surveyed with 125 Employees in Occupation. OES Code: 531230

EMPLOYMENT TRENDS

Supply & Demand

| Employment Levels | Decline | Remain Stable | Grow |
|-----------------------|---------|---------------|------|
| Past Year | 13% | 47% | 40% |
| Projected Next 24 Mo. | 0% | 53% | 47% |

Employers report it is **moderately difficult** to find fully experienced and qualified applicants. It is also **moderately difficult** to find inexperienced applicants. The turnover rate is **4.8%**.

Where The Jobs Are

Personal Credit Institutions

Size of Occupation

Occupation Size: 3,970 - 5,980

Growth Rate: Much Faster Than Average

Job Growth Projection

Orange County Average Job Growth Rate 19.2%

EDD Forecast Job Growth Rate 1997-2004

Average Job Growth Rate 47.4%

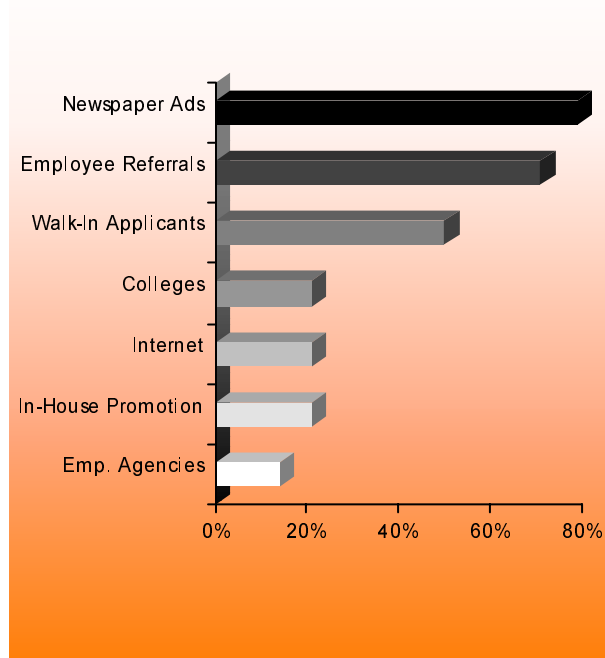
The reported percentages apply to employers responding to these questions.

OTHER INFORMATION

Work Patterns

- 60% of all employers promote.
- 100% of employers surveyed are non-union.
- 77% of employees work full time for an average of 40 hours per week. 23% of employees work part-time for an average of 27 hours per week.
- 50% of the employees are female, and 50% are male.

RECRUITING METHODS



TRAINING PROVIDERS

- Coastline Community College
- North County Regional Occupational Program
- Saddleback Valley Adult School

Programs Offered: Accounting, computer courses, general office/clerical and typing courses.

For additional Training Providers or details for the providers listed, contact the providers directly or visit the following web sites:

- State Training Inventory www.soicc.ca.gov
- Orangeworks www.orangeworks.org
- I-Train www.i-train.org
- CA Regional Occupational Programs www.carocp.org



AUTOMOTIVE MECHANICS

15 Firms Surveyed with 510 Employees in Occupation. OES Code: 853020

DESCRIPTION

Automotive Mechanics adjust, repair, and overhaul automotive vehicles. They may be designated according to specialties, such as Brake Repairers, Transmission Mechanics, or Front-end Mechanics. Does not include Auto Body Repairers, Bus and Truck Mechanics, Diesel Engine Specialists, and Electrical Systems Specialists.

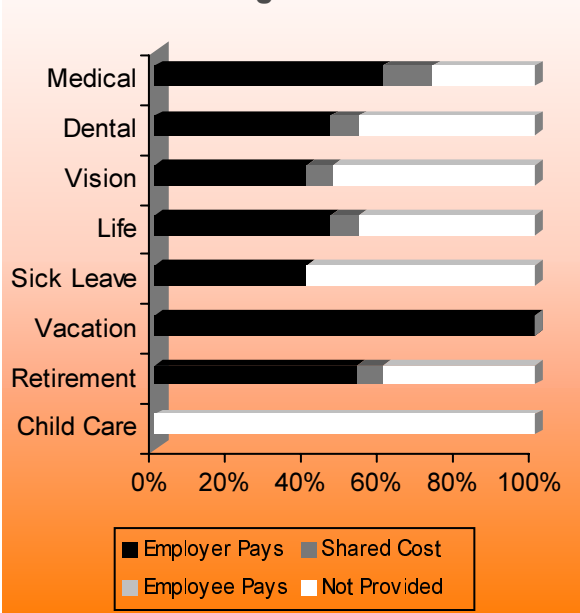
Alternate Job Titles: Mechanics, Technician, General Mechanics, Line Technician

WAGES & BENEFITS

Union and Non-Union, Full and Part-Time Wages

| | Range | Median |
|--------------------------|-------------------|---------|
| New Hires, Inexperienced | \$6.50 - \$14.38 | \$8.00 |
| New Hires, Experienced | \$8.00 - \$20.00 | \$14.69 |
| 3+ Years With Firm | \$10.00 - \$33.56 | \$17.50 |

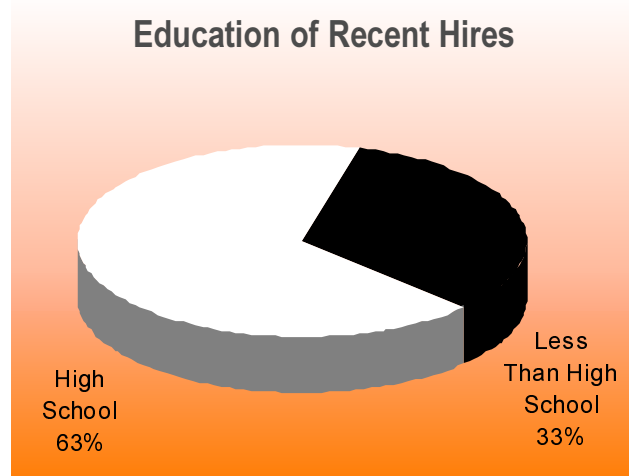
Fringe Benefits



All data is based on full time employment and the percentages of employers responding to this question.

EMPLOYER REQUIREMENTS

Education of Recent Hires



All employers report they will not accept training in lieu of experience. **Most** employers report that technical or vocational training is not required. **Almost all** employers require previous work experience and they will not accept other types of occupational experience.

SKILLS, LICENSES, & OTHER REQUIREMENTS

TECHNICAL: Ability to operate electronic automotive diagnostic equipment; ability to repair vehicle heaters, air conditioners, carburetors, fuel injection systems, and emission controls; ability to implement safe work practices; ability to tune up engines; arc welding skills; gas welding skills, and front end alignment skills.

PHYSICAL: Ability to lift at least 50 lbs. repeatedly, and ability to stand for long periods of time.

PERSONAL OR OTHER: Ability to work independently; willingness to work with close supervision; public contact skills, and ability to work independently.

BASIC SKILLS: Basic math skills; ability to read and follow instructions; ability to write legibly, and oral communication skills.

COMPUTER SOFTWARE: Word and Excel.

FOR CAREER ADVANCEMENT: Interpersonal skills; customer relation skills; fast learner; math skills; product knowledge; mechanical skills; further education, and communication.

NEW SKILLS: Computer knowledge and electrical engineering.

LICENSE: Possession of a valid driver's license.

AUTOMOTIVE MECHANICS

15 Firms Surveyed with 510 Employees in Occupation. OES Code: 853020

EMPLOYMENT TRENDS

Supply & Demand

| Employment Levels | Decline | Remain Stable | Grow |
|-----------------------|---------|---------------|------|
| Past Year | 0% | 40% | 60% |
| Projected Next 24 Mo. | 0% | 40% | 60% |

Employers report it is **very difficult** to find fully experienced and qualified applicants. It is also **moderately difficult** to find inexperienced applicants. The turnover rate is **34.5%**.

Where The Jobs Are

New and Used Car Dealers
Automotive Repair Shops

Size of Occupation

Occupation Size: 6,110 - 7,240
Growth Rate: Slower Than Average

Job Growth Projection

Orange County Average Job Growth Rate 19.2%

EDD Forecast Job Growth Rate 1997-2004

Average Job Growth Rate 18.5%

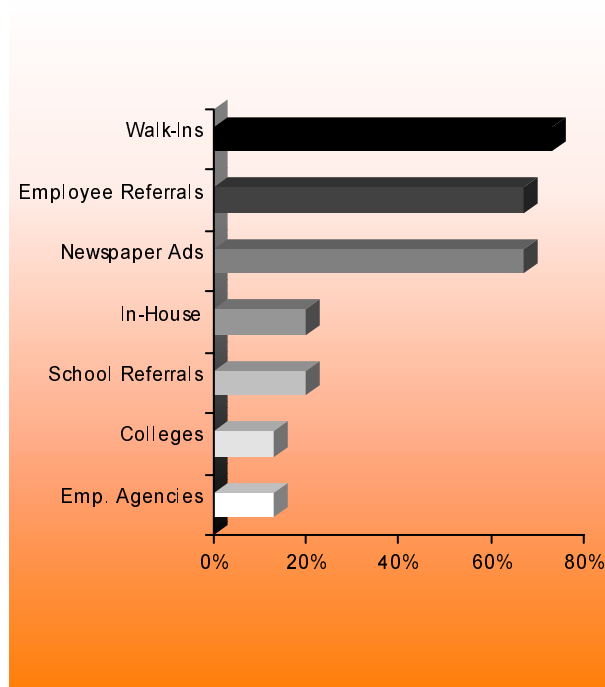
The reported percentages apply to employers responding to these questions.

OTHER INFORMATION

Work Patterns

- 87% of all employers promote.
- 100% of employers surveyed are non-union.
- 97% of employees work full time for an average of 45 hours per week. 3% of employees work part-time for an average of 26 hours per week.
- Emerging occupations include Data Warehouse Manager.
- 50% of the employees are female, and 50% are male.

RECRUITING METHODS



TRAINING PROVIDERS

- A & V Technical School
- Automotive Diagnostics
- California Career Schools

Programs Offered – Electrical and electronics equipment installer and repairer; electromechanical tech; Certified Smog Technician, and auto diagnostics.

For additional Training Providers or details for the providers listed, contact the providers directly or visit the following web sites:

- State Training Inventory www.soicc.ca.gov
- Orangeworks www.orangeworks.org
- I-Train www.i-train.org
- CA Regional Occupational Programs www.carocp.org

BILL AND ACCOUNT COLLECTORS

15 Firms Surveyed with 565 Employees in Occupation. OES Code: 535080

DESCRIPTION

Bill and Account Collectors locate and notify customers of delinquent accounts by mail, telephone, or personal visit to solicit payment. Their duties include receiving payment and posting amounts to customer's account; sending statements to the credit department if the customer fails to respond, initiating repossession proceedings or service disconnection, and keeping records of collection and status of accounts. Does not include collectors of money from coin boxes.

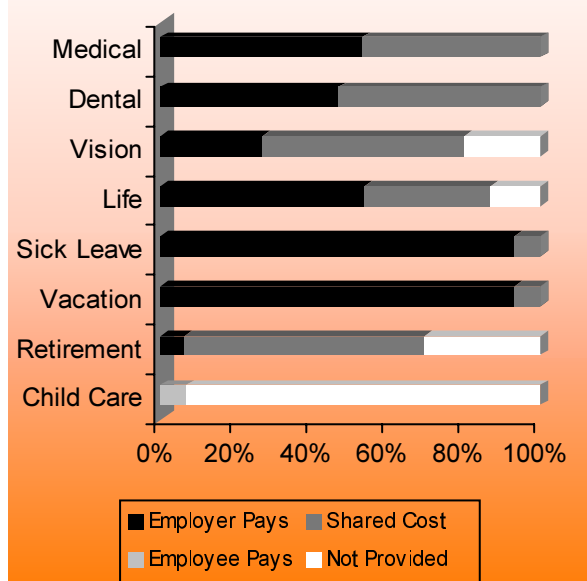
Alternate Job Titles: Collectors, Loan Adjusters, Accounts Payable Clerk, Bill Collectors, Customer Service Representatives, Collectors and Skip Tracers.

WAGES & BENEFITS

Non-Union, Full and Part-Time Wages

| | Range | Median |
|--------------------------|-------------------|---------|
| New Hires, Inexperienced | \$10.00 - \$12.95 | \$11.50 |
| New Hires, Experienced | \$8.50 - \$14.38 | \$13.18 |
| 3+ Years With Firm | \$10.75 - \$19.18 | \$15.34 |

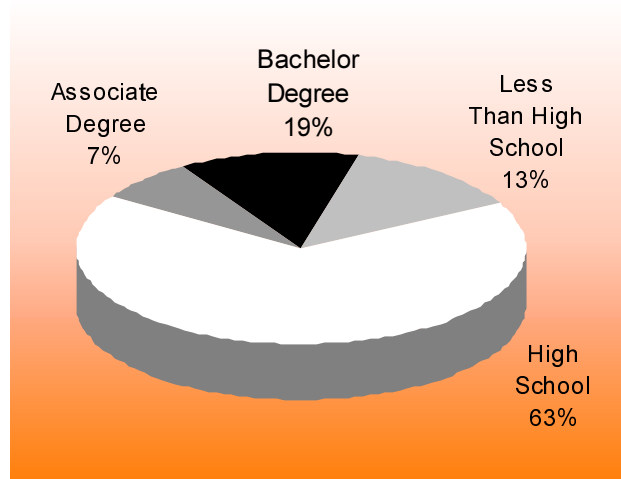
Fringe Benefits



All data is based on full time employment and the percentages of employers responding to this question.

EMPLOYER REQUIREMENTS

Education of Recent Hires



All employers report that technical or vocational training is not required. **Many** employers accept training in lieu of experience. **Many** employers require prior work experience and **most** will accept other types of occupational experience.

SKILLS, LICENSES, & OTHER REQUIREMENTS

TECHNICAL: Business math skills; record keeping skills; bookkeeping skills; ability to use a calculator; ability to interview others for information; ability to follow billing procedures; telephone answering skills; ability to write effectively; ability to type at least 45 wpm.

PERSONAL OR OTHER: Willingness to work with close supervision; ability to work independently; customer service skills, and public contact skills.

BASIC SKILLS: Ability to read and follow instructions; ability to write legibly; oral communication skills.

COMPUTER SOFTWARE: Word, Excel, Lotus, and PageMaker.

FOR CAREER ADVANCEMENT: Leadership; decision making; good performance; business savvy; communication; math skills; computer knowledge; dependability; higher education promptness; accountability; verbal skills, and customer service.

NEW SKILLS: Computer literacy with Word and Excel; good communication, and negotiation skills.

LICENSE: Possession of a valid driver's license.

BILL AND ACCOUNT COLLECTORS

15 Firms Surveyed with 565 Employees in Occupation. OES Code: 535080

EMPLOYMENT TRENDS

Supply & Demand

| Employment Levels | Decline | Remain Stable | Grow |
|-----------------------|---------|---------------|------|
| Past Year | 0% | 60% | 40% |
| Projected Next 24 Mo. | 0% | 33% | 67% |

Employers report it is **moderately difficult** to find fully experienced and qualified applicants. It is also **moderately difficult** to find inexperienced applicants. The turnover rate is **43.5%**.

Where The Jobs Are

Credit Reporting and Collection
Management and Public Relations

Size of Occupation

Occupation Size: 5,380 - 7,600
Growth Rate: Much Faster Than Average

Job Growth Projection

Orange County Average Job Growth Rate 19.2%

EDD Forecast Job Growth Rate 1997-2004

Average Job Growth Rate 41.3%

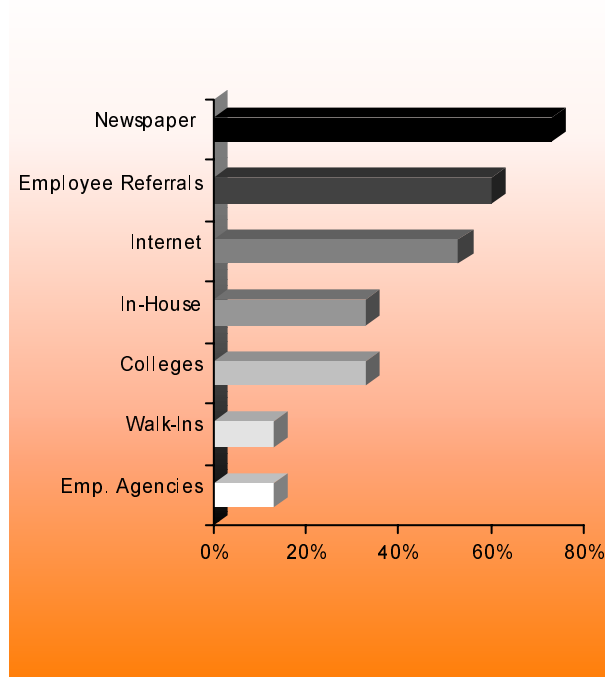
The reported percentages apply to employers responding to these questions.

OTHER INFORMATION

Work Patterns

- 93% of all employers promote.
- 93% of employers surveyed are non-union, and 7% are union.
- 97% of employees work full time for an average of 40 hours per week. 3% of employees work part-time for an average of 22 hours per week.
- Emerging occupations include Insurance Specialist.
- 62% of the employees are female, and 38% are male.

RECRUITING METHODS



TRAINING PROVIDERS

- Coastline Community College
- Central Regional Occupational Program
- Garden Grove Adult Education, Chapman Campus

Programs Offered: Administrative Assistant, Accounting, Banking, and General Courses

For additional Training Providers or details for the providers listed, contact the providers directly or visit the following web sites:

- State Training Inventory www.soicc.ca.gov
- Orangeworks www.orangeworks.org
- I-Train www.i-train.org
- CA Regional Occupational Programs www.carocp.org

CHILD CARE WORKERS

15 Firms Surveyed with 1237 Employees in Occupation. OES Code: 680380

DESCRIPTION

Child Care Workers attend children at school, businesses, and institutions performing a variety of tasks, such as dressing, feeding, bathing, and overseeing play. Does not include workers whose primary function is to teach in a structured setting.

Alternate Job Titles: Child Day Care Assistant, Child Care Attendants, Early Childcare Worker, Home Day Caregiver, Child development Program Assistant.

WAGES & BENEFITS

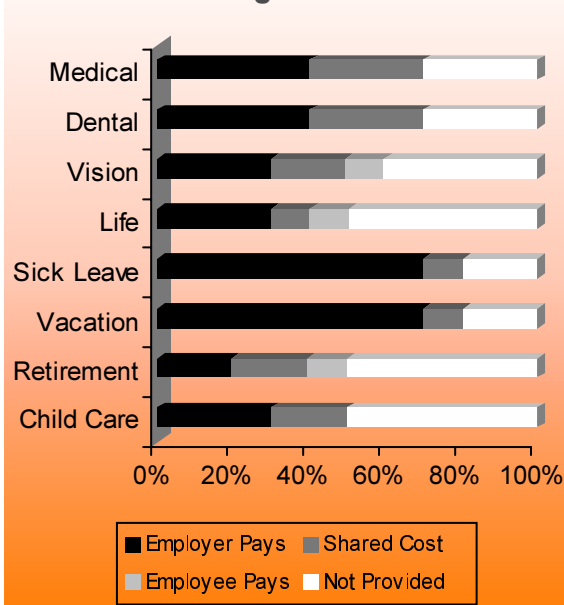
Non-Union, Full and Part-Time Wages

| | Range | Median |
|--------------------------|------------------|--------|
| New Hires, Inexperienced | \$5.75 - \$8.75 | \$6.00 |
| New Hires, Experienced | \$6.25 - \$9.75 | \$7.43 |
| 3+ Years With Firm | \$6.50 - \$10.00 | \$8.85 |

Union, Full and Part-Time Wages

| | Range | Median |
|--------------------------|-------------------|---------|
| New Hires, Inexperienced | \$7.53 - \$10.08 | \$9.57 |
| New Hires, Experienced | \$7.53 - \$10.66 | \$9.48 |
| 3+ Years With Firm | \$10.55 - \$12.36 | \$11.20 |

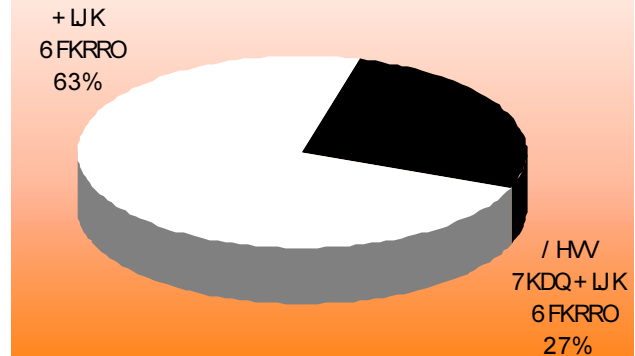
Fringe Benefits



All data is based on full time employment and the percentages of employers responding to this question.

EMPLOYER REQUIREMENTS

Education of Recent Hires



Many employers report they will accept training in lieu of experience. **Almost all** employers report that technical or vocational training is not required. **Many** will accept other work experience.

SKILLS, LICENSES, & OTHER REQUIREMENTS

TECHNICAL: Knowledge of early childhood development; oral reading skills; musical skills; ability to administer emergency first aid; ability to write effectively, and possession of an Early Childhood Development Certificate.

PHYSICAL: Ability to stand continuously for 2 or more hours, ability to lift at least 40 lbs. repeatedly.

PERSONAL OR OTHER: Understanding of a variety of cultures; ability to handle crisis situations; possession of a clean police record; willingness to work with close supervision; ability to work independently; ability to work under pressure; ability to exercise patience.

BASIC SKILLS: Basic math skills; ability to read and follow instructions; ability to write legibly, and oral communication skills.

COMPUTER SOFTWARE: Word, Excel, and Lotus.

FOR CAREER ADVANCEMENT: Intelligence; liking children; child care skills; communication skills; problem solving; verbal skills, and a teaching credential.

NEW SKILLS: CPR training; classroom organization; knowledge of current child development research.

CHILD CARE WORKERS

15 Firms Surveyed with 1237 Employees in Occupation. OES Code: 680380

EMPLOYMENT TRENDS

Supply & Demand

| Employment Levels | Decline | Remain Stable | Grow |
|-----------------------|---------|---------------|------|
| Past Year | 27% | 33% | 40% |
| Projected Next 24 Mo. | 7% | 40% | 53% |

Employers report it is **very difficult** to find fully experienced and qualified applicants. It is also **moderately difficult** to find inexperienced applicants. The turnover rate is **39.8%**.

Where The Jobs Are

Child Day Care Services
Elementary and Secondary Schools

Size of Occupation

Occupation Size: 3,050 - 4,000
Growth Rate: Much Faster Than Average

Job Growth Projection

Orange County Average Job Growth Rate 19.2%

EDD Forecast Job Growth Rate 1997-2004

Average Job Growth Rate 31.1%

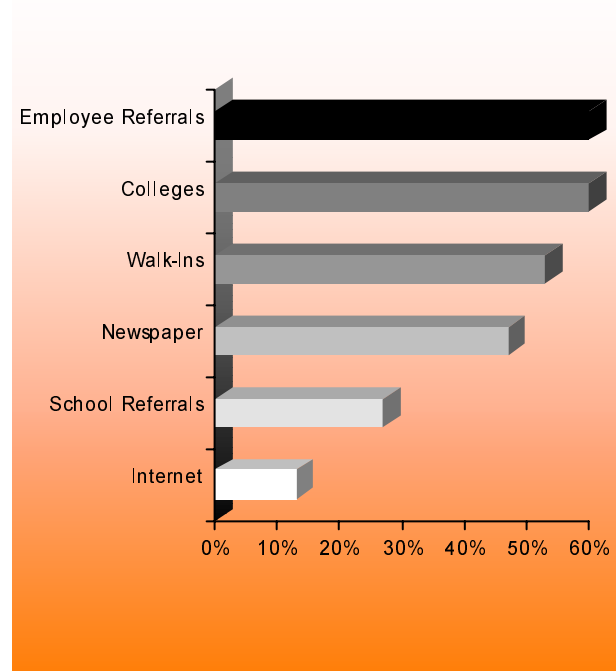
The reported percentages apply to employers responding to these questions.

OTHER INFORMATION

Work Patterns

- 80% of all employers promote.
- 67% of employers surveyed are union.
- 27% of employees work full time for an average of 38 hours per week. 57% of employees work part-time for an average of 17 hours per week. 11% of employees work temporary or on call for an average of 22 hours per week. 5% of employees work seasonal for an average of 27 hours per week.
- 85% of the employees are female, and 15% are male.

RECRUITING METHODS



TRAINING PROVIDERS

- Coastline Community College
- North County Regional Occupational Program
- Hope International University

Programs Offered: Child Guidance and Care, and Child Development.

For additional Training Providers or details for the providers listed, contact the providers directly or visit the following web sites:

- State Training Inventory www.soicc.ca.gov
- Orangeworks www.orangeworks.org
- I-Train www.i-train.org
- CA Regional Occupational Programs www.carocp.org

COMPUTER SUPPORT SPECIALISTS

15 Firms Surveyed with 3671 Employees in Occupation. OES Code: 251040

DESCRIPTION

Computer Support Specialists provide technical assistance and training to computer system users. Investigate and resolve computer software and hardware problems of users. Answer clients' inquiries in person and via telephone concerning the use of computer hardware and software, including printing, word processing, programming languages, electronic mail, and operating systems.

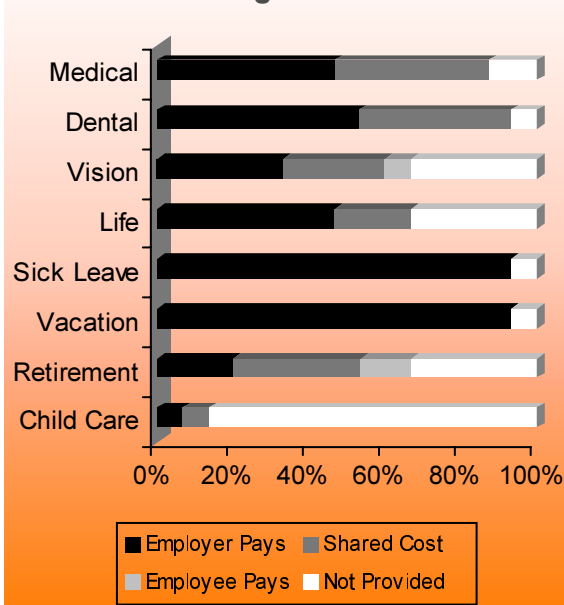
Alternate Job Titles: PC Technician, Desktop Support Analyst, Technical Support Agents, and Network Engineer

WAGES & BENEFITS

Union and Non-Union Full and Part-Time Wages

| | Range | Median |
|--------------------------|-------------------|---------|
| New Hires, Inexperienced | \$10.00 - \$21.58 | \$12.31 |
| New Hires, Experienced | \$13.42 - \$28.77 | \$18.64 |
| 3+ Years With Firm | \$16.50 - \$35.00 | \$21.00 |

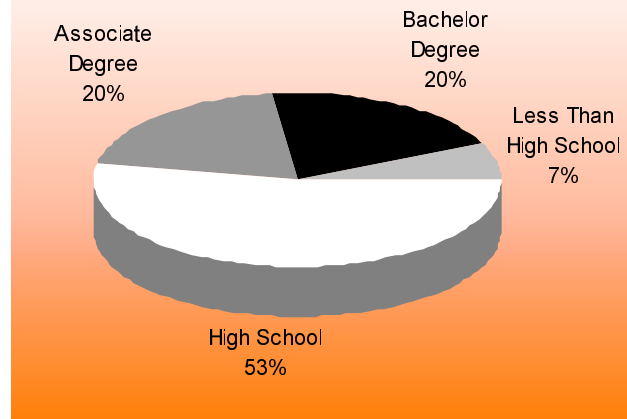
Fringe Benefits



All data is based on full time employment and the percentages of employers responding to this question.

EMPLOYER REQUIREMENTS

Education of Recent Hires



Almost all employers report they will not accept training in lieu of experience. **Many** employers report that technical or vocational training is required. **Most** employers require work experience.

SKILLS, LICENSES, & OTHER REQUIREMENTS

TECHNICAL: Knowledge of microcomputer hardware and operating systems; ability to use operating manuals; knowledge of software applications; understanding of networks; ability to write, troubleshoot, and utilize good teaching techniques.

PERSONAL OR OTHER: Willingness to work with close supervision; ability to work independently; customer service skills; ability to communicate with technical and non-technical staff.

BASIC SKILLS: Basic math skills; ability to read and follow instructions; ability to write legibly; oral communication skills.

COMPUTER SOFTWARE: Word, Excel, Lotus, Printshop, Access, Cisco, and PageMaker.

FOR CAREER ADVANCEMENT: Interpersonal, communication, computer skills; technical skills; analytical, business skills, and accounting experience.

NEW SKILLS: Advanced computer literacy, and Internet.

COMPUTER SUPPORT SPECIALISTS

15 Firms Surveyed with 3671 Employees in Occupation. OES Code: 251040

EMPLOYMENT TRENDS

Supply & Demand

| Employment Levels | Decline | Remain Stable | Grow |
|-----------------------|---------|---------------|------|
| Past Year | 7% | 47% | 47% |
| Projected Next 24 Mo. | 0% | 40% | 60% |

Employers report it is **moderately difficult** to find fully experienced and qualified applicants. It is also **moderately difficult** to find inexperienced applicants. The turnover rate is **2.0%**.

Where The Jobs Are

Computer and Data Processing Services
Professional and Commercial Equipment

Size of Occupation

Occupation Size: 4,820 - 7,100
Growth Rate: Much Faster Than Average

Job Growth Projection

Orange County Average Job Growth Rate 19.2%

EDD Forecast Job Growth Rate 1997-2004

Average Job Growth Rate 47.3%

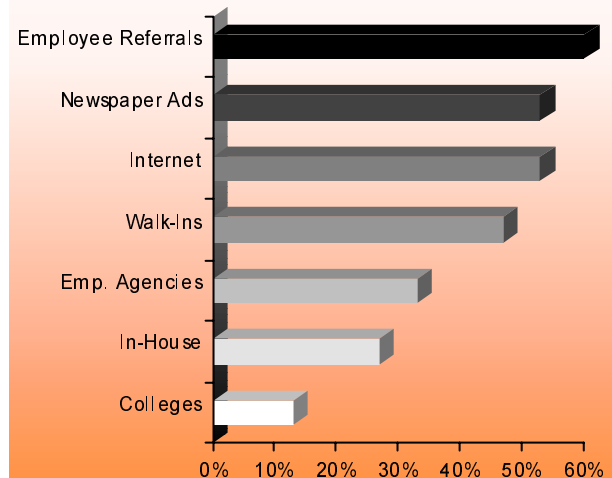
The reported percentages apply to employers responding to these questions.

OTHER INFORMATION

Work Patterns

- 87% of all employers promote.
- 87% of employers surveyed are non-union, and 13% are union.
- 100% of employees work full time for an average of 40 hours per week.
- Emerging occupations include Security Software Specialist, Developer, and Product Specialist.
- 35% of the employees are female, and 65% are male.

RECRUITING METHODS



TRAINING PROVIDERS

- Computer Education Institute
- Fullerton Community College
- New Horizons Computer Learning Center

Programs Offered: Information sciences, networks, computer science.

For additional Training Providers or details for the providers listed, contact the providers directly or visit the following web sites:

- State Training Inventory www.soicc.ca.gov
- Orangeworks www.orangeworks.org
- I-Train www.i-train.org
- CA Regional Occupational Programs www.carocp.org



DINING ROOM, CAFETERIA ATTENDANTS, AND BARTENDER HELPERS

15 Firms Surveyed with 393 Employees in Occupation. OES Code: 650140

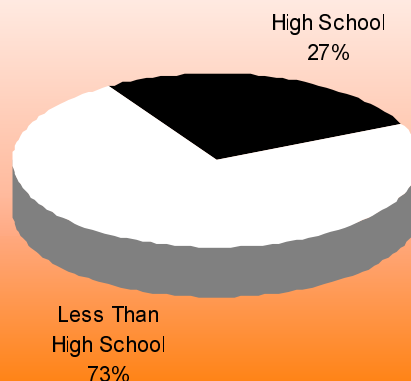
DESCRIPTION

Dining Room and Cafeteria Attendants, and Bartender Helpers perform any combination of duties to facilitate food service. They carry dirty dishes from the dining room to the kitchen, replace soiled table linens and set tables with silverware and glassware, and replenish supply of clean linens, silverware, glassware, and dishes. They supply services bar with food, such as soups, salads, and desserts, and serve ice water and butter to patrons. They may also serve coffee to patrons and wash tables.

Alternate Job Titles: Busser, Busboy, Waitress, Chef, Dishwasher, Food Server, Wait Staff, Bartenders, and Dining Attendants.

EMPLOYER REQUIREMENTS

Education of Recent Hires



Many employers will accept training in lieu of experience. **Almost all** employers report that technical or vocational training is not required. **Most** employers do not require prior work experience or will accept other occupational experience.

WAGES & BENEFITS

Non-Union, Full and Part-Time Wages

| | Range | Median |
|--------------------------|-----------------|--------|
| New Hires, Inexperienced | \$5.75 - \$6.75 | \$5.75 |
| New Hires, Experienced | \$5.75 - \$7.25 | \$6.00 |
| 3+ Years With Firm | \$5.75 - \$9.00 | \$6.50 |

SKILLS, LICENSES, & OTHER REQUIREMENTS

TECHNICAL: Certified as a food handler.

PHYSICAL: Ability to stand continuously for 2 or more hours. Ability to lift at least 50 lbs. repeatedly.

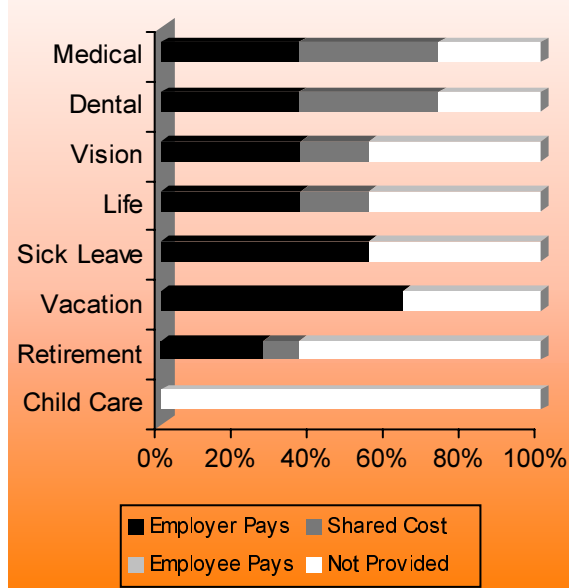
PERSONAL OR OTHER: Good grooming skills; willingness to work with close supervision; willingness to work a split shift; ability to work independently; public contact skills.

BASIC SKILLS: Ability to follow oral instructions; basic math skills; ability to read and follow instructions; ability to write legibly, and oral communication skills.

COMPUTER SOFTWARE: Word processing.

FOR CAREER ADVANCEMENT: Reading and writing English; hard work; work proficiency; communication skills; customer service skills; follow food service guidelines; overall performance; ability to anticipate resident's needs; integrity, and good attitude.

Fringe Benefits



All data is based on full time employment and the percentages of employers responding to this question.

DINING ROOM, CAFETERIA ATTENDANTS, AND BARTENDER HELPERS

15 Firms Surveyed with 393 Employees in Occupation. OES Code: 650140

EMPLOYMENT TRENDS

Supply & Demand

| Employment Levels | Decline | Remain Stable | Grow |
|-----------------------|---------|---------------|------|
| Past Year | 0% | 73% | 27% |
| Projected Next 24 Mo. | 0% | 73% | 27% |

Employers report it is **moderately difficult** to find fully experienced and qualified applicants. It is also **moderately difficult** to find inexperienced applicants. The turnover rate is **106.3%**.

Where The Jobs Are

Eating and Drinking Places

Size of Occupation

Occupation Size: 5,880 - 6,540

Growth Rate: Slower Than Average

Job Growth Projection

Orange County Average Job Growth Rate 19.2%

EDD Forecast Job Growth Rate 1997-2004

Average Job Growth Rate 11.2%

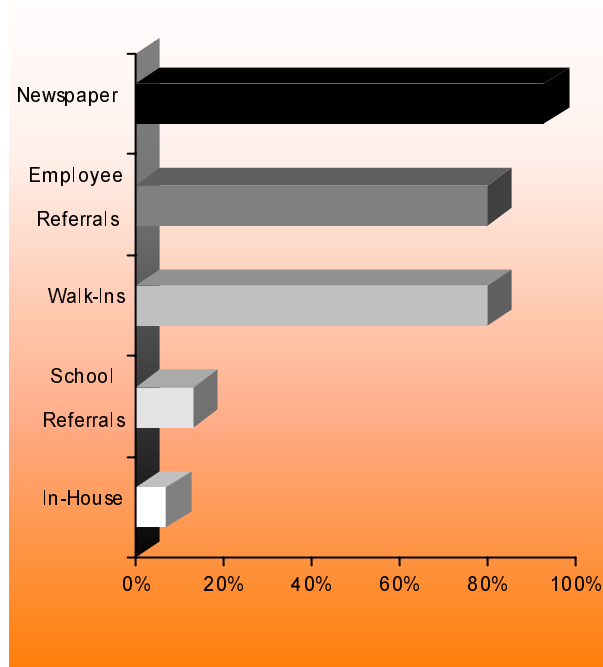
The reported percentages apply to employers responding to these questions.

OTHER INFORMATION

Work Patterns

- 73% of all employers promote.
- 93% of employers surveyed are non-union, and 7% are union.
- 37% of employees work full time for an average of 39 hours per week. 63% of employees work part time for an average of 24 hours per week.
- 46% of the employees are female, and 54% are male.

RECRUITING METHODS



TRAINING PROVIDERS

- Wilshire Continuing Education Center
- Yorba Linda Education Center
- Cypress Community College

Programs Offered: Basic Skills, General Courses.

For additional Training Providers or details for the providers listed, contact the providers directly or visit the following web sites:

- State Training Inventory www.soicc.ca.gov
- Orangeworks www.orangeworks.org
- I-Train www.i-train.org
- CA Regional Occupational Programs www.carocp.org

ELECTRICAL & ELECTRONIC ENGINEERS

15 Firms Surveyed with 2633 Employees in Occupation. OES Code: 221260

DESCRIPTION

Electrical and Electronic Engineers design, develop, test and supervise the manufacture and installation of electrical and electronic equipment, components or systems, computers and related equipment and systems for commercial, industrial, military or scientific use. Does not include Sales Engineers.

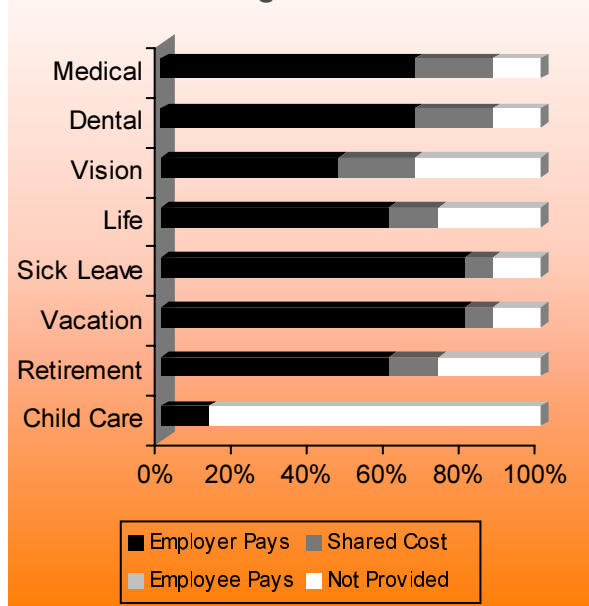
Alternate Job Titles: Clerks, Managers, Customer Service Clerks, Collectors, Customer Service Representative.

WAGES & BENEFITS

Non-Union, Full and Part-Time Wages

| | Range | Median |
|--------------------------|-------------------|---------|
| New Hires, Inexperienced | \$8.00 - \$19.18 | \$19.18 |
| New Hires, Experienced | \$11.50 - \$38.36 | \$23.01 |
| 3+ Years With Firm | \$15.00 - \$38.36 | \$28.77 |

Fringe Benefits

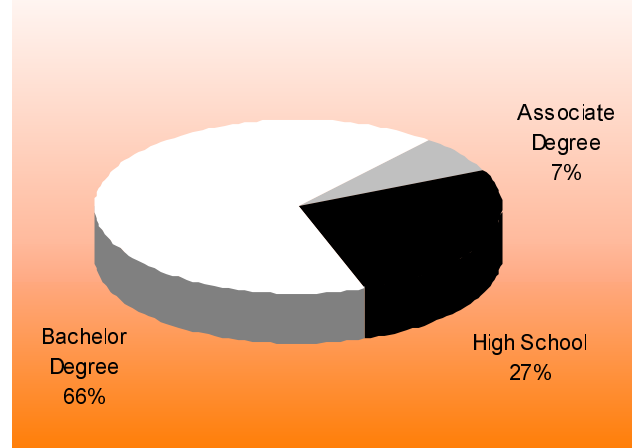


All data is based on full time employment and the percentages of employers responding to this question.

Almost all employers report they will not accept training in lieu of experience. **Most** employers report that technical or vocational training is not required. **Almost all** employers require prior work experience and **most** employers will not accept other types of occupational experience.

EMPLOYER REQUIREMENTS

Education of Recent Hires



SKILLS, LICENSES, & OTHER REQUIREMENTS

TECHNICAL: Knowledge of telecommunications equipment; report writing skills; industrial design skills; scientific programming skills; digital circuitry design skills; knowledge of microcomputer hardware and operating systems; ability to write technical material; ability to design analog circuitry; ability to design telecommunications networks; ability to use Borland C++ programming language; knowledge of UNIX; computer assisted design (CAD) skills; ability to use engineering applications software, and engineering programming skills.

PERSONAL OR OTHER: Ability to secure a military security clearance; willingness to work with close supervision, and ability to work independently.

BASIC SKILLS: Ability to read and follow instructions; ability to write legibly, and oral communication skills.

COMPUTER SOFTWARE: Word, Excel, Printshop, and PageMaker.

FOR CAREER ADVANCEMENT: Teamwork; flexibility; continued education and training; management or supervision capabilities; technical skills; leadership, and communication skills.

NEW SKILLS: Computer literate (PC); Internet, and electronic design.

ELECTRICAL & ELECTRONIC ENGINEERS

15 Firms Surveyed with 2633 Employees in Occupation. OES Code: 221260

EMPLOYMENT TRENDS

Supply & Demand

| Employment Levels | Decline | Remain Stable | Grow |
|-----------------------|---------|---------------|------|
| Past Year | 13% | 53% | 33% |
| Projected Next 24 Mo. | 0% | 53% | 47% |

Employers report it is **very difficult** to find fully experienced and qualified applicants. It is **not difficult** to find inexperienced applicants. The turnover rate is **12.1%**.

Where The Jobs Are

Search and Navigation Equipment
Electronic Components and Accessories

Size of Occupation

Occupation Size: 6,128 - 8,180
Growth Rate: Much Faster Than Average

Job Growth Projection

Orange County Average Job Growth Rate 19.2%

EDD Forecast Job Growth Rate 1997-2004

Average Job Growth Rate 33.7%

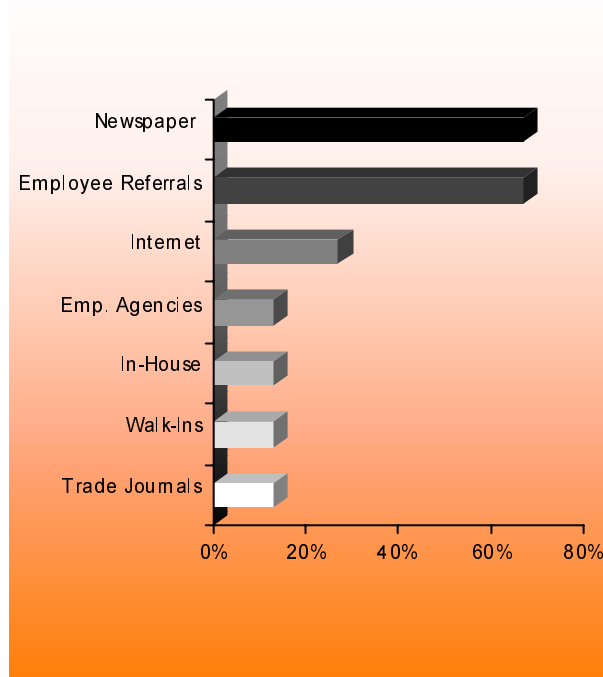
The reported percentages apply to employers responding to these questions.

OTHER INFORMATION

Work Patterns

- 80% of all employers promote.
- 100% of employers surveyed are non-union.
- 81% of employees work full time for an average of 40 hours per week. 19% of employees work part time for an average of 36 hours per week.
- Emerging occupations include Logic Design.
- 38% of the employees are female, and 62% are male.

RECRUITING METHODS



TRAINING PROVIDERS

- California State University, Fullerton
- University of California, Irvine
- Practical Schools

Programs Offered: Engineering, mathematics, science courses.

For additional Training Providers or details for the providers listed, contact the providers directly or visit the following web sites:

- State Training Inventory www.soicc.ca.gov
- Orangeworks www.orangeworks.org
- I-Train www.i-train.org

ELECTRICAL AND ELECTRONIC ENGINEERING TECHNICIANS AND TECHNOLOGISTS

15 Firms Surveyed with 55 Employees in Occupation. OES Code: 225050

DESCRIPTION

Electrical and Electronic Engineering Technicians and Technologists apply electrical and electronic theory and related knowledge to design, build, test, repair, and modify developmental, experimental, or production electrical equipment in industrial or commercial plants for subsequent use by engineering personnel in making engineering design and evaluation decisions. Does not include workers who only repair electronic equipment.

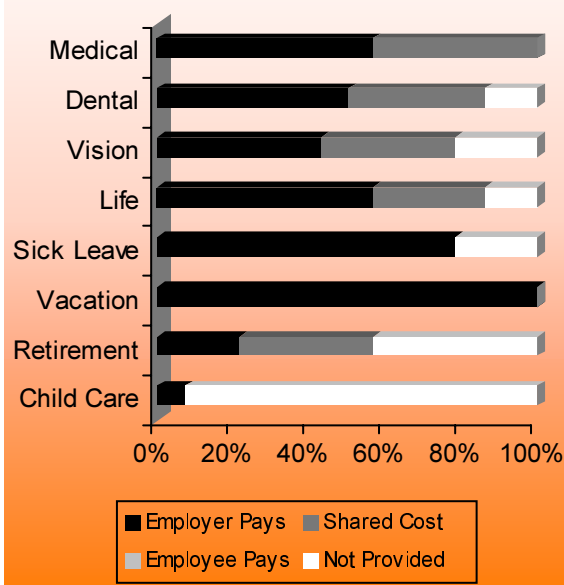
Alternate Job Titles: Hardware Engineer, Technician, Associate Engineers, Testing Personnel, Service Engineers, Repair Technician.

WAGES & BENEFITS

Non-Union, Full and Part-Time Wages

| | Range | Median |
|--------------------------|-------------------|---------|
| New Hires, Inexperienced | \$7.15 - \$11.50 | \$10.00 |
| New Hires, Experienced | \$10.00 - \$17.50 | \$13.50 |
| 3+ Years With Firm | \$11.00 - \$21.58 | \$16.50 |

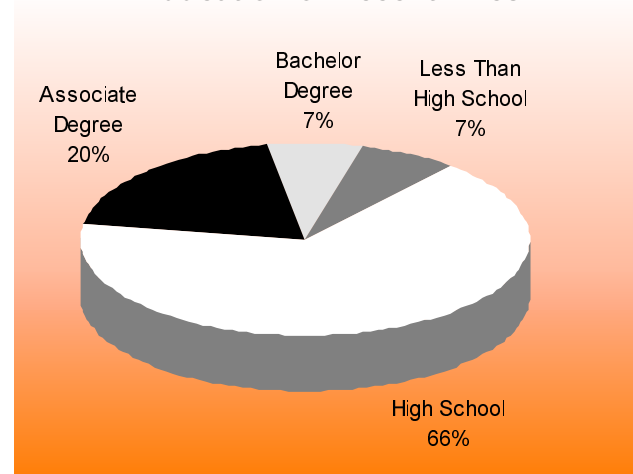
Fringe Benefits



Almost all employers report they will not accept training in lieu of experience. **Most** employers report that technical or vocational training is not required. **Most** employers require prior work experience and will not accept other types of occupational experience.

EMPLOYER REQUIREMENTS

Education of Recent Hires



All data is based on full time employment and the percentages of employers responding to this question.

SKILLS, LICENSES, & OTHER REQUIREMENTS

TECHNICAL: Knowledge of algebra, geometry, and trigonometry; ability to operate electric testing equipment; ability to operate electronics testing equipment; ability to write, edit, and debug computer programs; knowledge of electronic technology; record keeping skills; understanding of circuit design; knowledge of electronic circuitry; understanding of basic digital theory; ability to read schematics; ability to read working drawings; knowledge of physics; understanding of electrical technology; understanding of basic analog theory, and ability to write effectively.

PHYSICAL: Possession of good color perception.

PERSONAL OR OTHER: Willingness to work with close supervision, and ability to work independently.

BASIC SKILLS: Ability to read and follow instructions; ability to write legibly, and oral communication skills.

COMPUTER SOFTWARE: Word, Excel, Desktop publishing, and Computer Assisted Design (CAD).

FOR CAREER ADVANCEMENT: Good work performance; job proficiency; completing job duties; electronic skills; leadership; communication skills; interpersonal skills; computer skills, and Bachelors Degree.

NEW SKILLS: Computer literate, and programming skills.

ELECTRICAL AND ELECTRONIC ENGINEERING TECHNICIANS AND TECHNOLOGISTS

15 Firms Surveyed with 55 Employees in Occupation. OES Code: 225050

EMPLOYMENT TRENDS

Supply & Demand

| Employment Levels | Decline | Remain Stable | Grow |
|-----------------------|---------|---------------|------|
| Past Year | 20% | 47% | 33% |
| Projected Next 24 Mo. | 0% | 60% | 40% |

Employers report it is **very difficult** to find fully experienced and qualified applicants. It is **moderately difficult** to find inexperienced applicants. The turn-over rate is **23.6%**.

Where The Jobs Are

Computer and Office Equipment
Search and Navigation Equipment

Size of Occupation

Occupation Size: 5,580 - 6,600
Growth Rate: Average

Job Growth Projection

Orange County Average Job Growth Rate 19.2%

EDD Forecast Job Growth Rate 1997-2004

Average Job Growth Rate 18.3%

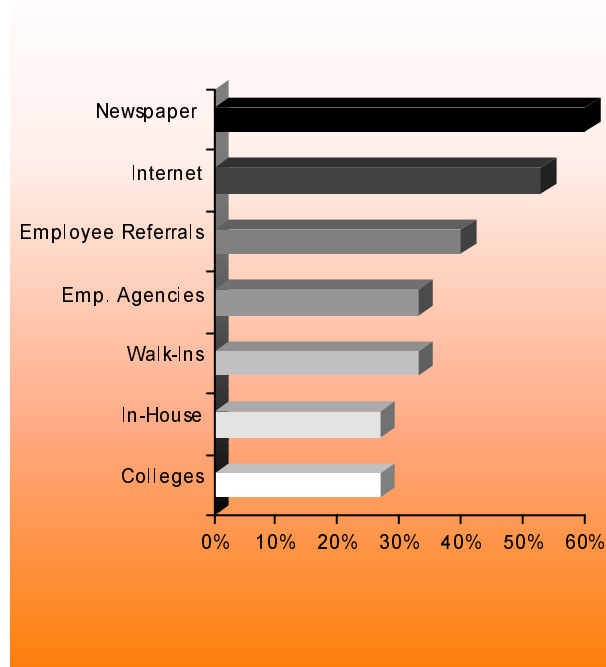
The reported percentages apply to employers responding to these questions.

OTHER INFORMATION

Work Patterns

- 93% of all employers promote.
- 100% of employers surveyed are non-union.
- 95% of employees work full time for an average of 41 hours per week. 5% of employees work part-time for an average of 24 hours per week.
- Emerging occupations include Web Designer and Bilingual Technicians.
- 22% of the employees are female, and 78% are male.

RECRUITING METHODS



TRAINING PROVIDERS

- Fullerton Community College
- ITT Technical Institute
- Sutech

Programs Offered: Computer engineering technician, electronic engineering technician, and drafting.

For additional Training Providers or details for the providers listed, contact the providers directly or visit the following web sites:

- State Training Inventory www.soicc.ca.gov
- Orangeworks www.orangeworks.org
- I-Train www.i-train.org

FIRST LINE SUPERVISORS/MANAGERS CONSTRUCTIVE TRADES & EXTRACTIVE WORKERS

15 Firms Surveyed with 335 Employees in Occupation. OES Code: 810050

DESCRIPTION

First Line Supervisors/Managers in the Construction Trades and Extractive Workers directly supervise and coordinate activities of construction or extractive workers. Managers/Supervisors are generally found in smaller establishments where they perform both supervisory and management functions, such as accounting, marketing, and personnel work. In addition, Managers/Supervisors may also engage, in part, in the same construction work as the workers they supervise. Does not include work leaders who spend 20% or more of their time at tasks similar to those of employees under their supervision and report them in the occupations which are most closely related to their specific work duties.

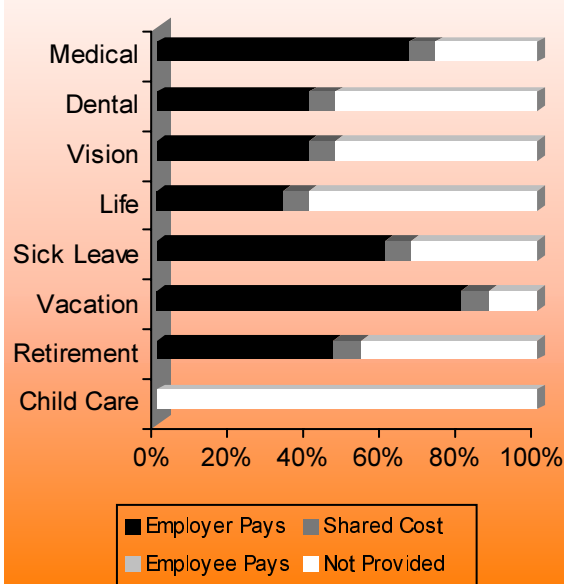
Alternate Job Titles: Superintendent, Foreman, Field Superintendent, Construction Superintendent, Crew Chief, Lead Man.

WAGES & BENEFITS

Non-Union, Full and Part-Time Wages

| | Range | Median |
|--------------------------|-------------------|---------|
| New Hires, Inexperienced | \$8.00 - \$19.18 | \$11.00 |
| New Hires, Experienced | \$12.00 - \$28.77 | \$19.18 |
| 3+ Years With Firm | \$14.50 - \$35.00 | \$23.97 |

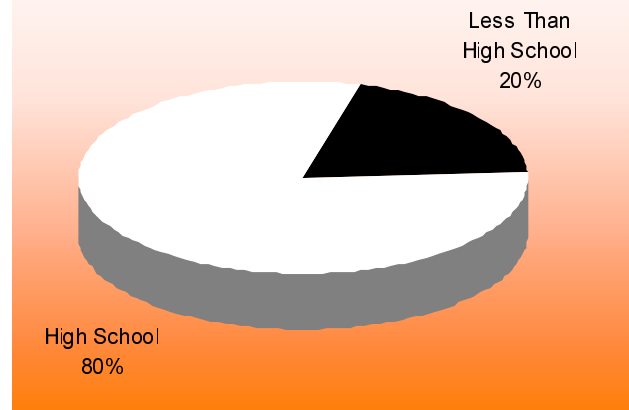
Fringe Benefits



All data is based on full time employment and the percentages of employers responding to this question.

EMPLOYER REQUIREMENTS

Education of Recent Hires



Almost all employers report they will not accept training in lieu of experience. **All** employers report that technical or vocational training is not required. **Almost all** employers require prior work experience and **many** will accept other types of occupational experience.

SKILLS, LICENSES, & OTHER REQUIREMENTS

TECHNICAL: Ability to maintain financial records; ability to plan and organize the work of others; ability to apply marketing techniques; personnel interviewing skills; ability to read blueprints; ability to implement safe work practices; ability to hire and assign personnel; ability to use accounting software, and problem solving skills.

PHYSICAL: Ability to work outdoors in all weather conditions; ability to tolerate noise and dust, and ability to stand for prolonged periods.

PERSONAL OR OTHER: Willingness to set work priorities; willingness to work on-call; willingness to travel; willingness to work overtime, and ability to work under pressure.

BASIC SKILLS: Basic math skills; ability to write legibly, and oral communication skills.

COMPUTER SOFTWARE: Word, Excel, Auto CAD.

FOR CAREER ADVANCEMENT: Interpersonal skills; knowledge of construction; computer skills; ability to negotiate; scheduling skills; people skills; verbal skills, and mechanical skills.

NEW SKILLS: Computer literate, and ability to read blueprints.

FIRST LINE SUPERVISORS/MANAGERS CONSTRUCTIVE TRADES & EXTRACTIVE WORKERS

15 Firms Surveyed with 335 Employees in Occupation. OES Code: 810050

EMPLOYMENT TRENDS

Supply & Demand

| Employment Levels | Decline | Remain Stable | Grow |
|-----------------------|---------|---------------|------|
| Past Year | 0% | 40% | 60% |
| Projected Next 24 Mo. | 0% | 33% | 67% |

Employers report it is **very difficult** to find fully experienced and qualified applicants. It is also **very difficult** to find inexperienced applicants. The turn-over rate is **38.5%**.

Where The Jobs Are

Non-Residential Building Construction
Electrical Work

Size of Occupation

Occupation Size: 2,270 - 2,720
Growth Rate: Average

Job Growth Projection

Orange County Average Job Growth Rate 19.2%

EDD Forecast Job Growth Rate 1997-2004

Average Job Growth Rate 19.8%

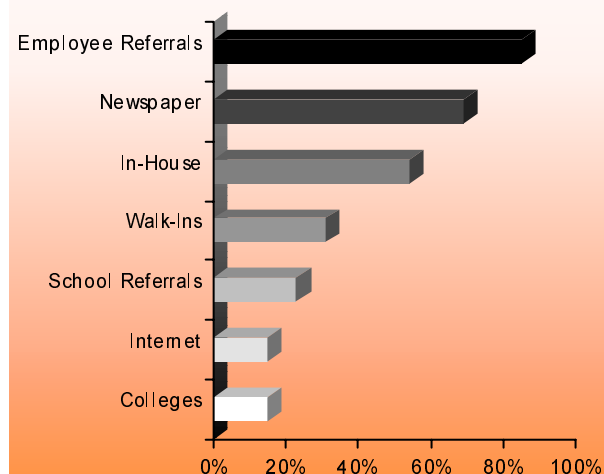
The reported percentages apply to employers responding to these questions.

OTHER INFORMATION

Work Patterns

- 80% of all employers promote.
- 93% of employers surveyed are non-union. 7% of employers surveyed are union.
- 94% of employees work full time for an average of 44 hours per week. 6% of employees work part-time for an average of 25 hours per week.
- 9% of the employees are female, and 91% are male.

RECRUITING METHODS



TRAINING PROVIDERS

- Career Management Institute
- Central County Regional Occupational Program
- Contractors State License School

Programs Offered: Drafting, carpentry, construction laws and practices.

For additional Training Providers or details for the providers listed, contact the providers directly or visit the following web sites:

- State Training Inventory www.soicc.ca.gov
- Orangeworks www.orangeworks.org
- I-Train www.i-train.org
- CA Regional Occupational Programs www.carocp.org

FIRST LINE SUPERVISORS/MANAGERS PRODUCTION AND OPERATING WORKERS

15 Firms Surveyed with 131 Employees in Occupation. OES Code: 810080

DESCRIPTION

First Line Supervisors/Managers of Production and Operating Workers directly supervise and coordinate activities of production and operating workers, such as testers, precision workers, machine setters and operators, assemblers, fabricators, or plant and system operators. Supervisors/Managers are generally found in smaller establishments where they perform both supervisory and management functions, such as accounting, marketing, and personnel work. In addition Supervisors/Managers may also engage, in part, in the same production work as the workers they supervise. Does not include work leaders who spend 20% or more of their time at tasks similar to those of employees under their supervision and report them in the occupations which are most closely related to their specific work duties.

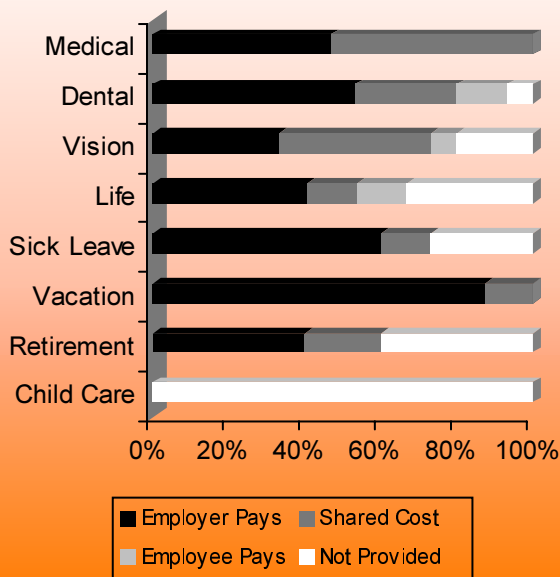
Alternate Job Titles: Production Supervisor, Production Manager, Leadman, Production Control Manager, Supervisor.

WAGES & BENEFITS

Non-Union, Full and Part-Time Wages

| | Range | Median |
|--------------------------|-------------------|---------|
| New Hires, Inexperienced | \$7.00 - \$15.00 | \$11.46 |
| New Hires, Experienced | \$11.00 - \$23.97 | \$17.05 |
| 3+ Years With Firm | \$14.00 - \$28.77 | \$21.00 |

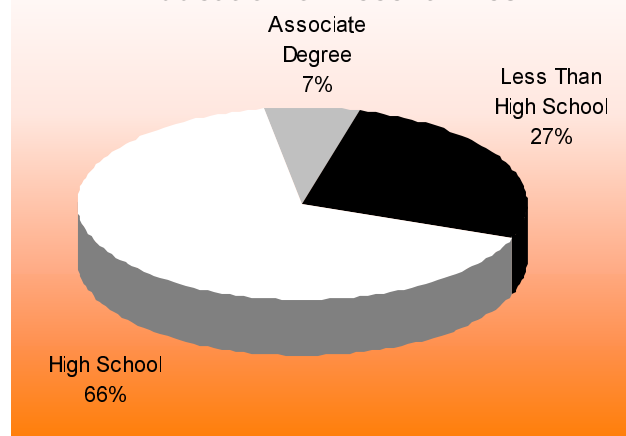
Fringe Benefits



All data is based on full time employment and the percentages of employers responding to this question.

EMPLOYER REQUIREMENTS

Education of Recent Hires



All employers report they will not accept training in lieu of experience. **Almost all** employers report that technical or vocational training is not required. **Most** employers require prior work experience and **some** will accept other types of occupational experience.

SKILLS, LICENSES, & OTHER REQUIREMENTS

TECHNICAL: Ability to plan and organize the work of others; ability to explain and follow grievance procedures; ability to follow safe equipment operating practices; ability to perform assembly work; basic construction skills; ability to give oral instructions; ability to write effectively; problem solving skills, and knowledge of the technical aspects of subordinates' duties.

PHYSICAL: Ability to work outdoors in all weather conditions; ability to tolerate noise and dust, and ability to stand for prolonged periods.

PERSONAL OR OTHER: Willingness to set work priorities; willingness to work on-call; willingness to travel; willingness to work overtime, and ability to work under pressure.

BASIC SKILLS: Basic math skills; ability to write legibly, and oral communication skills.

COMPUTER SOFTWARE: Word and Excel.

FOR CAREER ADVANCEMENT: Engineering skills; people skills; computer proficiency; management skills; education; knowledge in the job field; reliability, and operation skills.

NEW SKILLS: Computer literate and keeping up on current production techniques.

FIRST LINE SUPERVISORS/MANAGERS PRODUCTION AND OPERATING WORKERS

15 Firms Surveyed with 131 Employees in Occupation. OES Code: 810080

EMPLOYMENT TRENDS

Supply & Demand

| Employment Levels | Decline | Remain Stable | Grow |
|-----------------------|---------|---------------|------|
| Past Year | 0% | 67% | 33% |
| Projected Next 24 Mo. | 7% | 53% | 40% |

Employers report it is **moderately difficult** to find fully experienced and qualified applicants. It is also **moderately difficult** to find inexperienced applicants. The turnover rate is **15.2%**.

Where The Jobs Are

Miscellaneous Plastic Products
Electronic Components and Accessories

Size of Occupation

Occupation Size: 6,150 - 7,160
Growth Rate: Slower Than Average

Job Growth Projection

Orange County Average Job Growth Rate 19.2%

EDD Forecast Job Growth Rate 1997-2004

Average Job Growth Rate 16.4%

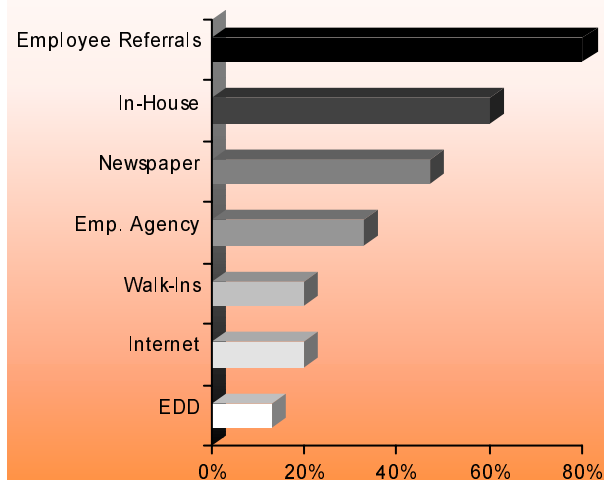
The reported percentages apply to employers responding to these questions.

OTHER INFORMATION

Work Patterns

- 87% of all employers promote.
- 100% of employers surveyed are non-union.
- 100% of employees work full time for an average of 46 hours per week.
- Emerging occupations include Using the Internet and Material Management.
- 12% of the employees are female, and 88% are male.

RECRUITING METHODS



TRAINING PROVIDERS

- Learning Tree University
- California State University, Fullerton: Extended Education
- Golden West College

Programs Offered: Industrial production, computer courses, management courses.

For additional Training Providers or details for the providers listed, contact the providers directly or visit the following web sites:

- State Training Inventory www.soicc.ca.gov
- Orangeworks www.orangeworks.org
- I-Train www.i-train.org

GENERAL MANAGERS & TOP EXECUTIVES

15 Firms Surveyed with 113 Employees in Occupation. OES Code: 190050

DESCRIPTION

General Managers and Top Executives include both top and mid-level managers whose duties and responsibilities are too diverse and general in nature to be classified in any functional or line area of management and administration. These managers generally work through departmental or subordinate executives. Does not include managers of smaller establishments who typically engage in the same activities as the workers they supervise.

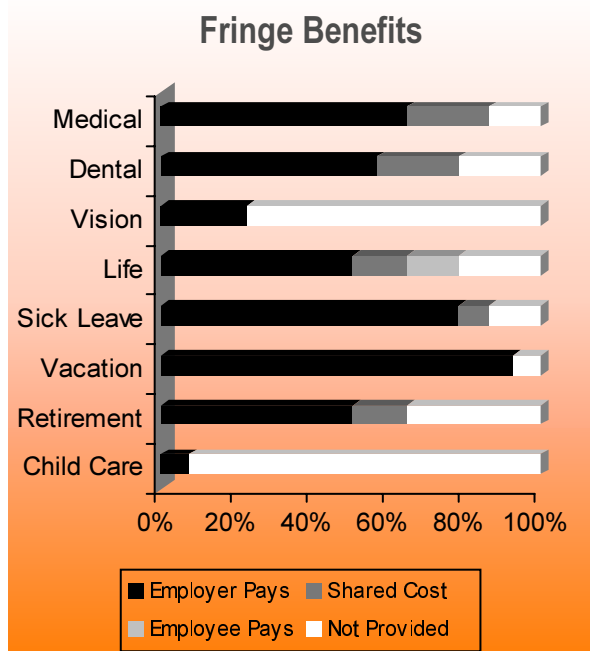
Alternate Job Titles: Chief Financial Officer, Office Manager, Principles, Vice President, President.

WAGES & BENEFITS

Union, Non-Union, Full & Part-Time Wages

| | Range | Median |
|--------------------------|------------------|---------|
| New Hires, Inexperienced | \$6.50 - \$14.00 | \$10.17 |
| New Hires, Experienced | \$7.00 - \$35.96 | \$17.26 |
| 3+ Years With Firm | \$9.00 - \$41.10 | \$20.00 |

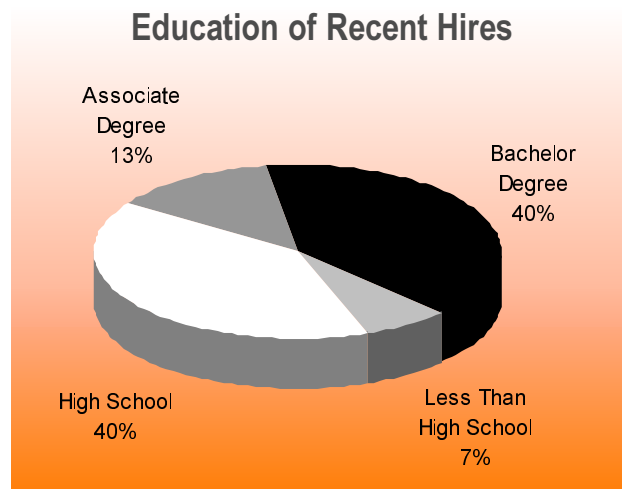
Fringe Benefits



Most employers report they will not accept training in lieu of experience. **Almost all** employers report that technical or vocational training is not required. **Most** employers require previous work experience, and **many** employers will accept other types of occupational experience.

EMPLOYER REQUIREMENTS

Education of Recent Hires



All data is based on full time employment and the percentages of employers responding to this question.

SKILLS, LICENSES, & OTHER REQUIREMENTS

TECHNICAL: Ability to manage an activity, department, or organization; ability to plan and organize the work of others; ability to hire and assign personnel; ability to interpret data; ability to analyze data to solve problems, and knowledge of economic principles.

PERSONAL OR OTHER: Oral communication skills; ability to give oral instructions; ability to work independently; ability to maintain good business relationships; leadership skills; ability to motivate others; ability to work under pressure; ability to take charge and handle the unexpected; public contact skills, and skill in setting work priorities.

BASIC SKILLS: Ability to write effectively; knowledge of business math; performance appraisal skills, and knowledge of financial planning.

COMPUTER SOFTWARE: Word, Excel, Lotus, PageMaker, and the Internet.

FOR CAREER ADVANCEMENT: Very good communication skills; good vocabulary; management skills; knowledge of industry, and administrative skills.

NEW SKILLS: Web site knowledge and public relations.

GENERAL MANAGERS & TOP EXECUTIVES

15 Firms Surveyed with 113 Employees in Occupation. OES Code: 190050

EMPLOYMENT TRENDS

Supply & Demand

| Employment Levels | Decline | Remain Stable | Grow |
|-----------------------|---------|---------------|------|
| Past Year | 0% | 80% | 20% |
| Projected Next 24 Mo. | 0% | 40% | 60% |

Employers report it is **moderately difficult** to find fully experienced and qualified applicants. It is **very difficult** to find inexperienced applicants. The turn-over rate is **13.2%**.

Where The Jobs Are

Eating and Drinking Places
Professional and Commercial Equipment

Size of Occupation

Occupation Size: 36,810 - 43,810
Growth Rate: Average

Job Growth Projection

Orange County Average Job Growth Rate 19.2%

EDD Forecast Job Growth Rate 1997-2004

Average Job Growth Rate 19.0%

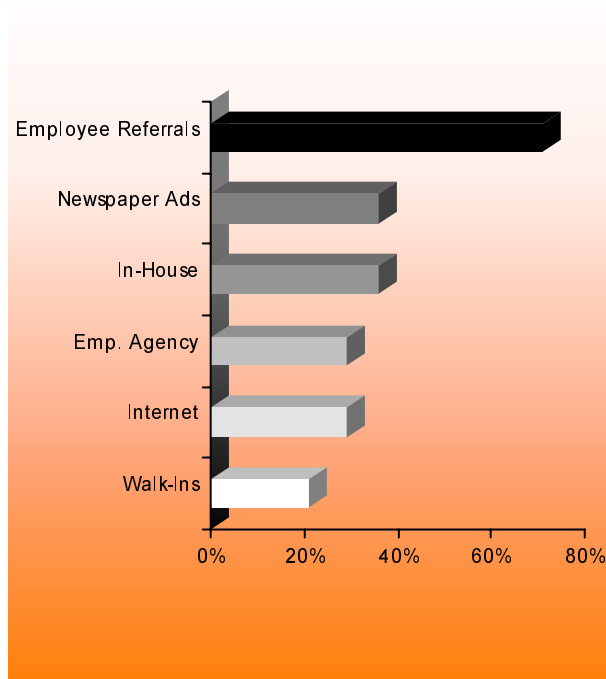
The reported percentages apply to employers responding to these questions.

OTHER INFORMATION

Work Patterns

- 40% of all employers promote.
- 100% of employers surveyed are non-union.
- 75% of employees work full time for an average of 47 hours per week. 25% of employees work part time for an average of 25 hours per week.
- 35% of the employees are female, and 65% are male.

RECRUITING METHODS



TRAINING PROVIDERS

- Chapman University Academic Center
- California Coast University
- California State University, Fullerton

Programs Offered: Management theory, business administration, human resource management, accounting and finance, marketing, and computer courses.

For additional Training Providers or details for the providers listed, contact the providers directly or visit the following web sites:

- State Training Inventory www.soicc.ca.gov
- Orangeworks www.orangeworks.org
- I-Train www.i-train.org

GENERAL OFFICE CLERKS

15 Firms Surveyed with 1352 Employees in Occupation. OES Code: 553470

DESCRIPTION

General Office Clerks perform a wide variety of tasks. Clerical duties may be assigned in accordance with the office procedures of individual establishments and may include a combination of bookkeeping, typing, stenography, office machine operation, and filing. Does not include workers whose duties are narrowly defined.

Alternate Job Titles: File Clerk, Administrative Assistant, Receptionist, Typist-Records Clerk, and Office Personnel.

WAGES & BENEFITS

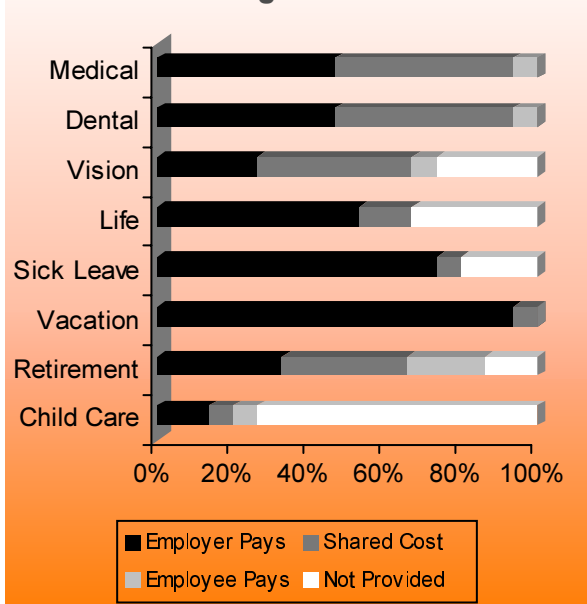
Non-Union, Full and Part-Time Wages

| | Range | Median |
|--------------------------|------------------|---------|
| New Hires, Inexperienced | \$7.00 - \$10.55 | \$8.32 |
| New Hires, Experienced | \$8.00 - \$13.00 | \$10.16 |
| 3+ Years With Firm | \$9.50 - \$20.50 | \$11.52 |

Union, Full and Part-Time Wages

| | Range | Median |
|--------------------------|-------------------|---------|
| New Hires, Inexperienced | \$5.75 - \$10.00 | \$7.88 |
| New Hires, Experienced | \$6.63 - \$15.00 | \$12.02 |
| 3+ Years With Firm | \$13.73 - \$16.00 | \$13.95 |

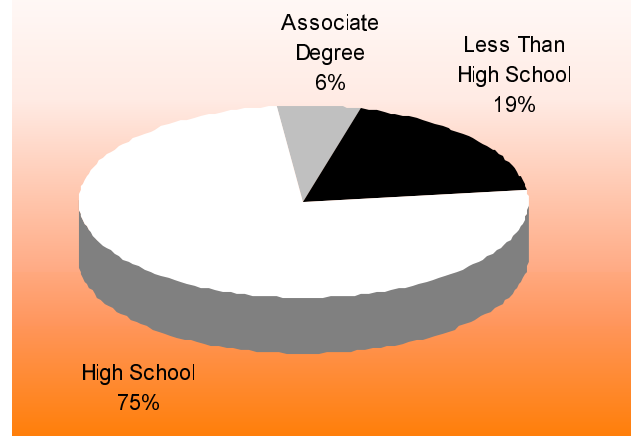
Fringe Benefits



All data is based on full time employment and the percentages of employers responding to this question.

EMPLOYER REQUIREMENTS

Education of Recent Hires



Most employers report they will not accept training in lieu of experience. **Almost all** employers report that technical or vocational training is not required. **Many** employers require previous work experience, and **almost all** employers will accept other types of occupational experience.

SKILLS, LICENSES, & OTHER REQUIREMENTS

TECHNICAL: Record keeping skills; alphabetic and numeric filing skills; ability to operate 10-key adding machine by touch; ability to operate a transcribing machine; English grammar, spelling and punctuation skills; telephone answering skills; ability to write effectively, and ability to type at least 45 wpm.

PERSONAL OR OTHER: Ability to perform routine, repetitive work; willingness to work with close supervision; public contact skills, and ability to work independently.

BASIC SKILLS: Basic math skills; ability to read and follow instructions; ability to write legibly, and oral communication skills.

COMPUTER SOFTWARE: Word, Excel, Access, and Eagle.

FOR CAREER ADVANCEMENT: Team work, communication; computer skills; ability to handle a variety of tasks; interpersonal skills; good customer relations; organization; leadership; bookkeeping, continued education; responsibility, and work proficiency.

NEW SKILLS: Customer service, computer skills, and ability to use Power Point.

GENERAL OFFICE CLERKS

15 Firms Surveyed with 1352 Employees in Occupation. OES Code: 553470

EMPLOYMENT TRENDS

Supply & Demand

| Employment Levels | Decline | Remain Stable | Grow |
|-----------------------|---------|---------------|------|
| Past Year | 0% | 50% | 50% |
| Projected Next 24 Mo. | 0% | 56% | 44% |

Employers report it is **moderately difficult** to find fully experienced and qualified applicants. It is **not difficult** to find inexperienced applicants. The turn-over rate is **44.4%**.

Where The Jobs Are

Personnel Supply Services
Colleges and Universities

Size of Occupation

Occupation Size: 26,510 - 32,520
Growth Rate: Slower Than Average

Job Growth Projection

Orange County Average Job Growth Rate 19.2%

EDD Forecast Job Growth Rate 1997-2004

Average Job Growth Rate 10.2%

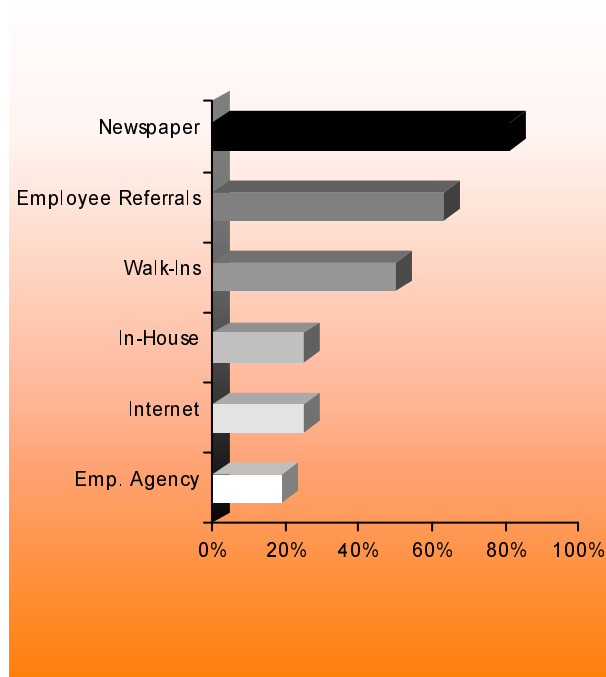
The reported percentages apply to employers responding to these questions.

OTHER INFORMATION

Work Patterns

- 94% of all employers promote.
- 69% of employers surveyed are non-union. 31% of all employers surveyed are union.
- 80% of employees work full time for an average of 40 hours per week. 19% of employees surveyed work part time for an average of 27 hours per week. 1% of employees surveyed work temporary or on call for an average of 24 hours per week.
- 76% of the employees are female, and 24% are male.

RECRUITING METHODS



TRAINING PROVIDERS

- Anaheim Adult Education
- Central County Regional Occupational Program
- Capistrano Unified School District - Community Education Program

Programs Offered: Computer courses; general education, general office/clerical and typing services, and general studies.

For additional Training Providers or details for the providers listed, contact the providers directly or visit the following web sites:

- State Training Inventory www.soicc.ca.gov
- Orangeworks www.orangeworks.org
- I-Train www.i-train.org
- CA Regional Occupational Programs www.carocp.org



HOME HEALTH AIDES

15 Firms Surveyed with 1187 Employees in Occupation. OES Code: 660110

DESCRIPTION

Home Health Aides care for elderly, convalescent, or handicapped persons in the patient's home. They perform duties for patients such as changing bed linen, preparing meals, assisting in and out of bed, bathing, dressing, grooming, and assisting with medications under doctors' orders or direction of nurse. Does not include Nursing Aides and Homemakers.

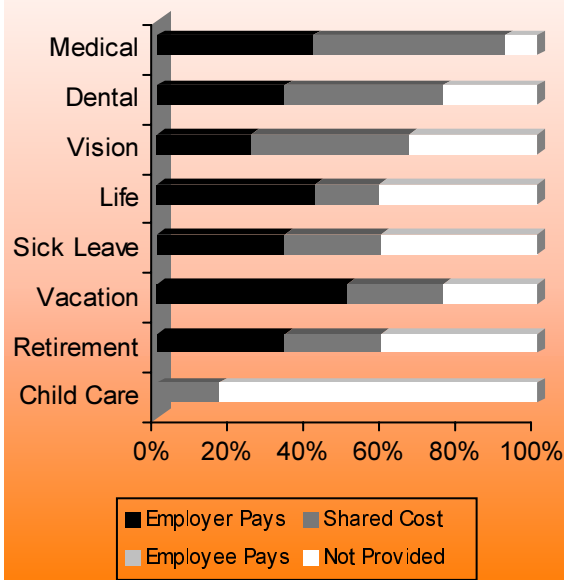
Alternate Job Titles: Certified Home Aide, Home Health Companions, CareGivers.

WAGES & BENEFITS

Non-Union, Full and Part-Time Wages

| | Range | Median |
|--------------------------|------------------|--------|
| New Hires, Inexperienced | \$7.00 - \$9.00 | \$7.25 |
| New Hires, Experienced | \$7.50 - \$9.75 | \$8.50 |
| 3+ Years With Firm | \$8.38 - \$10.50 | \$9.00 |

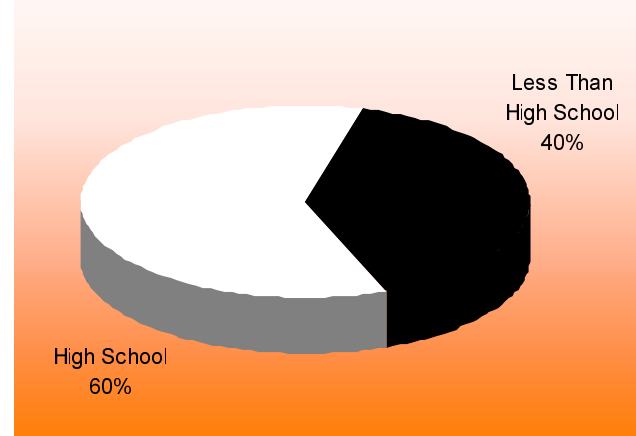
Fringe Benefits



Most employers will not accept training in lieu of experience. **Most** employers report that technical or vocational training is required. **Most** employers report that prior work experience is required and other types of occupational experience is not accepted.

EMPLOYER REQUIREMENTS

Education of Recent Hires



All data is based on full time employment and the percentages of employers responding to this question.

SKILLS, LICENSES, & OTHER REQUIREMENTS

TECHNICAL: Ability to prepare meals; ability to apply transferring techniques moving patients; certified to perform CPR, and ability to write effectively.

PHYSICAL: Ability to pass a pre-employment medical examination.

PERSONAL OR OTHER: Willingness to work with close supervision; ability to work independently, and possession of a reliable vehicle.

BASIC SKILLS: Basic math skills; ability to read and follow instructions; ability to write legibly, and oral communication skills.

COMPUTER SOFTWARE: Word and Excel.

FOR CAREER ADVANCEMENT: Pass Certified Nurse Assistant course; good performance; further education; reliability; good social skills, and formal training in elderly care.

NEW SKILLS: Cardio-Pulmonary Resuscitation (CPR) certified and leadership skills.

LICENSE: Possession of a Home Health Aide (HHA) Certification, and possession of a valid driver's license.

HOME HEALTH AIDES

15 Firms Surveyed with 1187 Employees in Occupation. OES Code: 660110

EMPLOYMENT TRENDS

Supply & Demand

| Employment Levels | Decline | Remain Stable | Grow |
|-----------------------|---------|---------------|------|
| Past Year | 0% | 13% | 87% |
| Projected Next 24 Mo. | 0% | 47% | 53% |

Employers report it is **moderately difficult** to find fully experienced and qualified applicants. It is also **moderately difficult** to find inexperienced applicants. The turnover rate is **17.7%**.

Where The Jobs Are

Nursing and Personal Care Facilities
Home Health Care Services

Size of Occupation

Occupation Size: 3,250 - 3,970
Growth Rate: Faster Than Average

Job Growth Projection

Orange County Average Job Growth Rate 19.2%

EDD Forecast Job Growth Rate 1997-2004

Average Job Growth Rate 22.2%

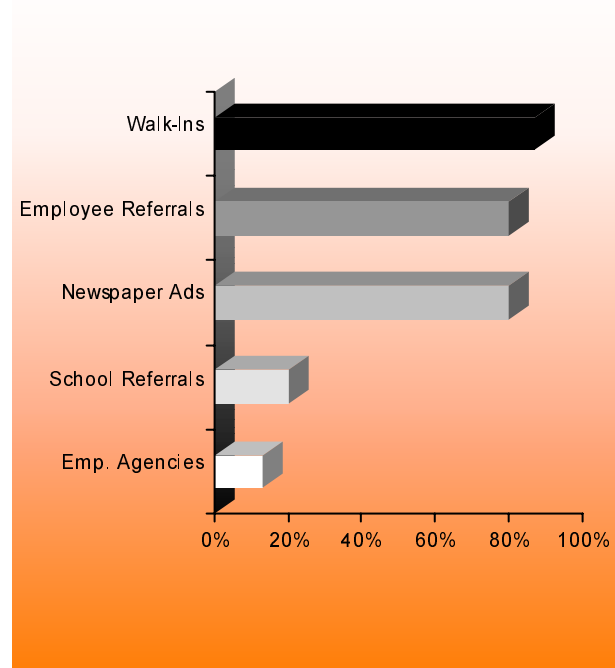
The reported percentages apply to employers responding to these questions.

OTHER INFORMATION

Work Patterns

- 67% of all employers promote.
- 100% of employers surveyed are non-union.
- 63% of employees work full time for an average of 39 hours per week. 37% of employees surveyed work part time for an average of 28 hours per week.
- Emerging occupations include Physician Assistant.
- 78% of the employees are female, and 22% are male.

RECRUITING METHODS



TRAINING PROVIDERS

- Coastline Regional Occupational Program
- North Orange County Regional Occupational Program - Main Office
- Cypress Community College

Programs Offered: Health sciences careers.

For additional Training Providers or details for the providers listed, contact the providers directly or visit the following web sites:

- State Training Inventory www.soicc.ca.gov
- Orangeworks www.orangeworks.org
- I-Train www.i-train.org
- CA Regional Occupational Programs www.carocp.org

IMPORT/EXPORT SPECIALISTS

15 Firms Surveyed with 254 Employees in Occupation. Non-OES Code: 214467998

DESCRIPTION

Import/Export Specialists examine and/or prepare documents, such as invoices, bills of lading, shipping statements to verify conversion of merchandise weights, or volumes, into foreign equivalents. May compute duties, tariffs, weight, shipping storage and demurrage charges, volume and price conversions of merchandise to be exported or imported. May convert foreign currency figures into United States monetary equivalents or domestic currency into foreign equivalents, using rate charts. May examine shipping manifest and bills of lading to determine procedures for release or acceptance of cargo. May also contact shippers (air, ground, or sea) to determine when cargo will be available for transit.

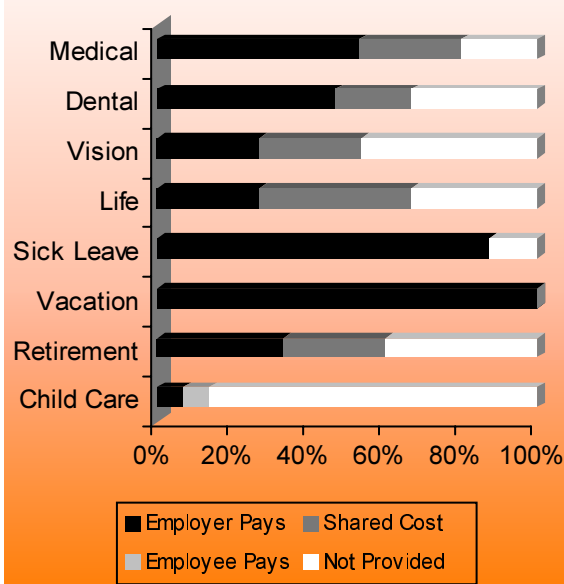
Alternate Job Titles: Import/Export Agents, Transportation Clerks, Freight Broker, Freight Forwarder, International Administrators, International Agent, Export Documentation Specialists.

WAGES & BENEFITS

Union, Non-Union Full & Part-Time Wages

| | Range | Median |
|--------------------------|-------------------|---------|
| New Hires, Inexperienced | \$8.00 - \$15.00 | \$11.00 |
| New Hires, Experienced | \$9.00 - \$25.00 | \$12.00 |
| 3+ Years With Firm | \$11.00 - \$21.58 | \$15.00 |

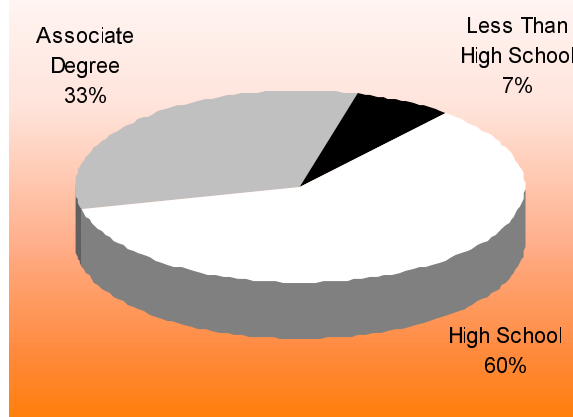
Fringe Benefits



All data is based on full time employment and the percentages of employers responding to this question.

EMPLOYER REQUIREMENTS

Education of Recent Hires



Most employers report they will not accept training in lieu of experience, and **almost all** employers report that technical or vocational training is not required. **Many** employers report that work experience is required and **most** will accept other occupational experience.

SKILLS, LICENSES, & OTHER REQUIREMENTS

TECHNICAL: Knowledge of foreign commerce laws and regulations; add/subtract 2+ digit numbers; multiply/divide; compute decimals/fractions, and ability to read, comprehend, write effectively and orally communicate in both English and Spanish.

PHYSICAL: Willingness to work outdoors.

PERSONAL OR OTHER: Ability to work independently and ability to work under pressure.

BASIC SKILLS: Analytical skills and record keeping skills.

COMPUTER SOFTWARE: Word, Excel, QuickBooks, Rand McNally, Expandable, Access, and PageMaker.

FOR CAREER ADVANCEMENT: Communication skills; interpersonal skills; knowledge of products; continued education; business knowledge; accounting skills, and organizational skills.

NEW SKILLS: Internet and E-Mail.

IMPORT/EXPORT SPECIALISTS

15 Firms Surveyed with 254 Employees in Occupation. Non-OES Code: 214467998

EMPLOYMENT TRENDS

Supply & Demand

| Employment Levels | Decline | Remain Stable | Grow |
|-----------------------|---------|---------------|------|
| Past Year | 0% | 67% | 33% |
| Projected Next 24 Mo. | 0% | 60% | 40% |

Employers report it is **moderately difficult** to find fully experienced and qualified applicants. It is also **moderately difficult** to find inexperienced applicants. The turnover rate is **37.8%**.

Where The Jobs Are

Information Not Available

Size of Occupation

Occupation Size: Information Not Available

Growth Rate: Information Not Available

Job Growth Projection

Orange County Average Job Growth Rate 19.2%

EDD Forecast Job Growth Rate 1997-2004

Average Job Growth Rate: Information Not Available

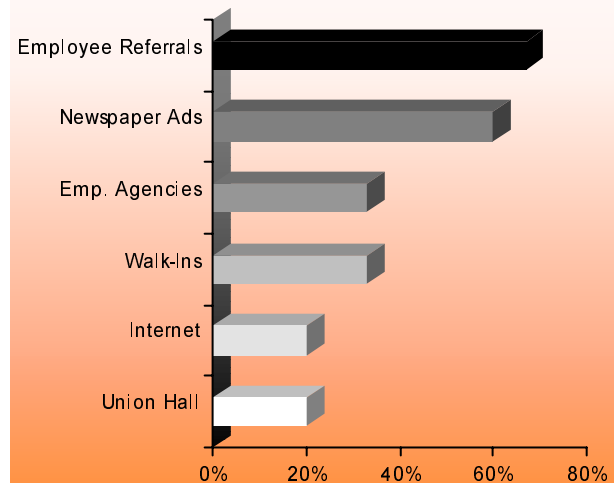
The reported percentages apply to employers responding to these questions.

OTHER INFORMATION

Work Patterns

- 73% of all employers promote.
- 100% of employers surveyed are non-union.
- 96% of employees work full time for an average of 40 hours per week. 4% of employees surveyed work part time for an average of 22 hours per week.
- 52% of the employees are female, and 48% are male.

RECRUITING METHODS



TRAINING PROVIDERS

- Fullerton Community College
- Webster University
- California State University Fullerton

Programs Offered: International Business, mathematics, computer courses, and foreign languages.

For additional Training Providers or details for the providers listed, contact the providers directly or visit the following web sites:

- State Training Inventory www.soicc.ca.gov
- Orangeworks www.orangeworks.org
- I-Train www.i-train.org
- CA Regional Occupational Programs www.carocp.org



INSTRUCTIONAL AIDES

15 Firms Surveyed with 2455 Employees in Occupation. OES Code: 315211

DESCRIPTION

Instructional Aides work under the direct supervision of classroom teachers to assist the teacher in instructional tasks, and activities involving games, sports, arts, and crafts. They also do routine clerical tasks such as record keeping, maintaining classroom supplies, and operating office equipment. They may assist teachers with the instruction of mentally or physically handicapped pupils.

Alternate Job Titles: Assistant Instructor, Teacher's Aide, Administrative Assistant, and Instructional Assistant.

WAGES & BENEFITS

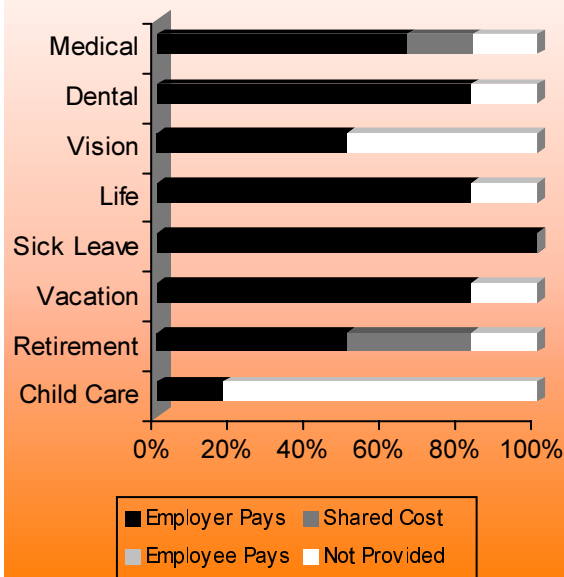
Non-Union, Full and Part-Time Wages

| | Range | Median |
|--------------------------|------------------|--------|
| New Hires, Inexperienced | \$5.75 - \$10.86 | \$7.43 |
| New Hires, Experienced | \$6.25 - \$10.86 | \$8.25 |
| 3+ Years With Firm | \$7.50 - \$12.51 | \$9.03 |

Union, Full and Part-Time Wages

| | Range | Median |
|--------------------------|-------------------|---------|
| New Hires, Inexperienced | \$9.47 - \$11.20 | \$9.89 |
| New Hires, Experienced | \$9.59 - \$11.50 | \$10.53 |
| 3+ Years With Firm | \$11.13 - \$13.40 | \$11.82 |

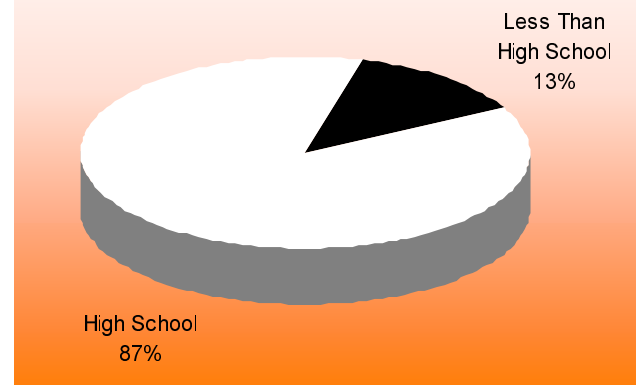
Fringe Benefits



All data is based on full time employment and the percentages of employers responding to this question.

EMPLOYER REQUIREMENTS

Education of Recent Hires



Many employers report they will accept training in lieu of experience, and **all** employers report that technical or vocational training is not required. **Many** employers report that work experience is not required and will accept other occupational experience.

SKILLS, LICENSES, & OTHER REQUIREMENTS

TECHNICAL: Ability to apply teaching techniques; knowledge of early childhood development; ability to operate audiovisual equipment; oral reading skills; musical skills; classroom management skills; record keeping skills; ability to administer emergency first aid; ability to write effectively, and ability to type at least 45 wpm.

PHYSICAL: Ability to pass a pre-employment medical examination.

PERSONAL OR OTHER: Understanding a variety of cultures; ability to handle crisis situations; willingness to work with close supervision; ability to work independently, and ability to exercise patience.

BASIC SKILLS: Basic math skills; ability to read and follow instructions; ability to write legibly, and oral communication skills.

COMPUTER SOFTWARE: Word, Excel, and Lotus.

FOR CAREER ADVANCEMENT: Communication skills; computer literate; college credits and certifications; leadership; good with children; bilingual/Spanish, and interpersonal skills.

NEW SKILLS: Experience with special populations.

LICENSE: Possession of an Early Childhood Development Certificate.

INSTRUCTIONAL AIDES

15 Firms Surveyed with 2455 Employees in Occupation. OES Code: 315211

EMPLOYMENT TRENDS

Supply & Demand

| Employment Levels | Decline | Remain Stable | Grow |
|-----------------------|---------|---------------|------|
| Past Year | 0% | 40% | 60% |
| Projected Next 24 Mo. | 7% | 13% | 80% |

Employers report it is **not difficult** to find fully experienced and qualified applicants. It is **moderately difficult** to find inexperienced applicants. The turnover rate is **27.7%**.

Where The Jobs Are

Elementary and Secondary Schools

Size of Occupation

Occupation Size: 6,250 - 38,330

Growth Rate: Much Faster Than Average

Job Growth Projection

Orange County Average Job Growth Rate 19.2%

EDD Forecast Job Growth Rate 1997-2004

Average Job Growth Rate 33.3%

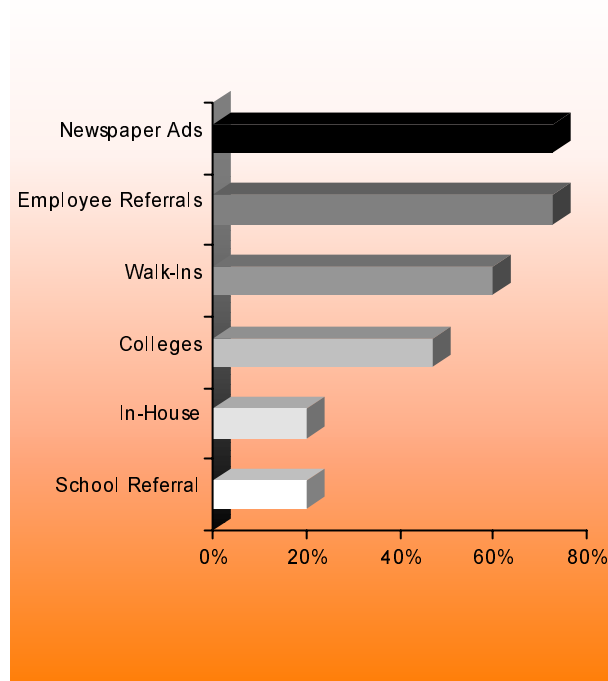
The reported percentages apply to employers responding to these questions.

OTHER INFORMATION

Work Patterns

- 93% of all employers promote.
- 53% of employers surveyed are non-union. 47% of all employers surveyed are union.
- 41% of employees work full time for an average of 35 hours per week. 59% of employees surveyed work part time for an average of 16 hours per week.
- 78% of the employees are female, and 22% are male.

RECRUITING METHODS



TRAINING PROVIDERS

- Coastline Regional Occupational Program
- Saddleback College
- Santa Ana College

Programs Offered: General education, child development courses, and computer courses.

For additional Training Providers or details for the providers listed, contact the providers directly or visit the following web sites:

- State Training Inventory www.soicc.ca.gov
- Orangeworks www.orangeworks.org
- I-Train www.i-train.org
- CA Regional Occupational Programs www.carocp.org

INSTRUCTORS AND COACHES: SPORTS AND PHYSICAL TRAINING

15 Firms Surveyed with 464 Employees in Occupation. OES Code: 313210

DESCRIPTION

Sports and Physical Training Instructors and Coaches instruct or coach groups or individuals in the fundamentals of sports. They demonstrate techniques and methods of participation, and observe and inform participants of corrective measures necessary to improve their skills. Does not include persons required to hold teaching credentials or who coach professional athletic teams.

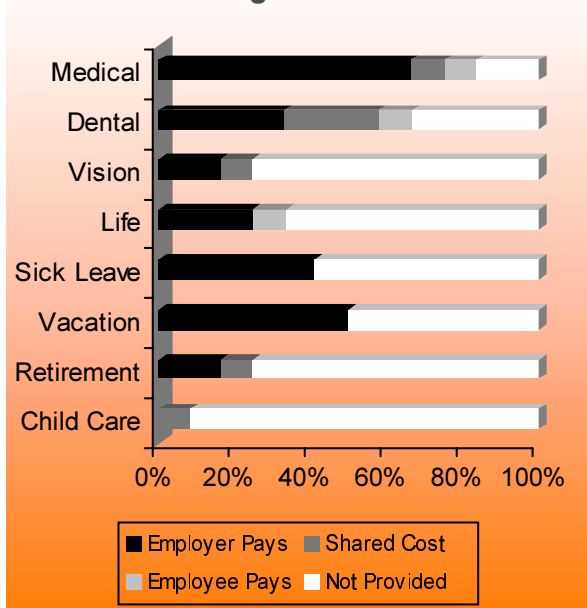
Alternate Job Titles: Swim Instructor, Golf Professional, Coach, Head Athletic Trainer, and Physical Education Instructors.

WAGES & BENEFITS

Union, Non-Union, Full & Part-Time Wages

| | Range | Median |
|--------------------------|------------------|---------|
| New Hires, Inexperienced | \$6.00 - \$12.50 | \$8.25 |
| New Hires, Experienced | \$7.50 - \$23.00 | \$9.00 |
| 3+ Years With Firm | \$8.50 - \$30.51 | \$12.50 |

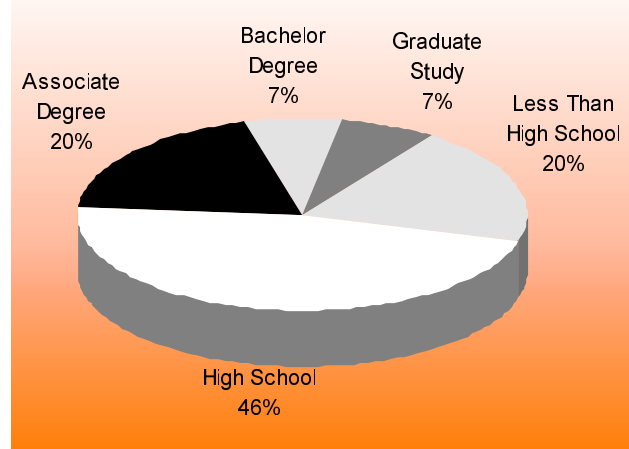
Fringe Benefits



Most employers report they will not accept training in lieu of experience and technical or vocational training is not required. **Most** employers require previous work experience, and will accept other types of occupational experience.

EMPLOYER REQUIREMENTS

Education of Recent Hires



All data is based on full time employment and the percentages of employers responding to this question.

SKILLS, LICENSES, & OTHER REQUIREMENTS

TECHNICAL: Knowledge of physiology; ability to teach physical education; ability to apply teaching techniques; ability to administer emergency first aid; ability to apply sports techniques; ability to demonstrate and coach reducing exercise; ability to perform and teach calisthenics; exercise equipment use skills; ability to demonstrate and coach weight lifting techniques, and knowledge of sports medicine.

PHYSICAL: Ability to pass a pre-employment medical examination.

PERSONAL OR OTHER: Understanding of a variety of cultures; leadership skills; possession of a clean police record; willingness to work with close supervision; ability to work independently; customer service skills, and ability to exercise patience.

BASIC SKILLS: Basic math skills; ability to read and follow instructions; ability to write legibly, and oral communication skills.

COMPUTER SOFTWARE: Word, Excel, and Access.

FOR CAREER ADVANCEMENT: Teaching skills; people skills; communication; responsible, and problem solving skills.

NEW SKILLS: Computer literate; management skills, and physical training.

LICENSE: Ability to perform Cardio-Pulmonary Resuscitation (CPR).

I NSTRUCTORS AND COACHES: SPORTS AND PHYSICAL TRAINING

15 Firms Surveyed with 464 Employees in Occupation. OES Code: 313210

EMPLOYMENT TRENDS

Supply & Demand

| Employment Levels | Decline | Remain Stable | Grow |
|-----------------------|---------|---------------|------|
| Past Year | 0% | 53% | 47% |
| Projected Next 24 Mo. | 7% | 47% | 47% |

Employers report it is **moderately difficult** to find fully experienced and qualified applicants. It is also **moderately difficult** to find inexperienced applicants. The turnover rate is **6.4%**.

Where The Jobs Are

Miscellaneous Recreation, Amusement Service
Elementary and Secondary Schools

Size of Occupation

Occupation Size: 4,190 - 5,800
Growth Rate: Much Faster Than Average

Job Growth Projection

Orange County Average Job Growth Rate 19.2%

EDD Forecast Job Growth Rate 1997-2004

Average Job Growth Rate 38.4%

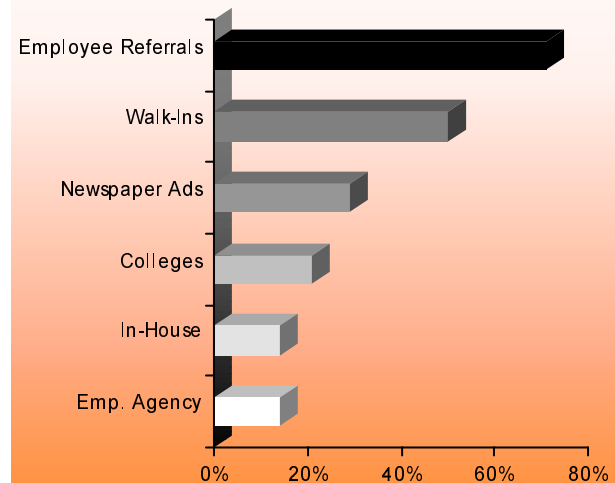
The reported percentages apply to employers responding to these questions.

OTHER INFORMATION

Work Patterns

- 73% of all employers promote.
- 100% of employers surveyed are non-union.
- 10% of employees work full time for an average of 41 hours per week. 49% of employees work part time for an average of 16 hours per week. 40% are seasonal employees and 1% are on-call.
- Emerging occupations include Speed Swimming Instructors.
- 46% of the employees are female, and 54% are male.

RECRUITING METHODS



TRAINING PROVIDERS

- Golden West College
- Cypress Community College
- Concordia University

Programs Offered: Physical education, health, general education; sports and fitness administration/management, and computer courses.

For additional Training Providers or details for the providers listed, contact the providers directly or visit the following web sites:

- State Training Inventory www.soicc.ca.gov
- Orangeworks www.orangeworks.org
- I-Train www.i-train.org

JANITORS AND CLEANERS - EXCEPT MAIDS AND HOUSEKEEPING CLEANERS

15 Firms Surveyed with 5290 Employees in Occupation. OES Code: 670050

DESCRIPTION

Janitors and Cleaners, except Maids and Housekeeping Cleaners, keep buildings in clean and orderly condition. They perform heavy cleaning duties, such as operating motor-driven cleaning equipment, mopping floors, washing walls and glass, and removing rubbish. They may have additional duties and responsibilities, such as tending furnace and boiler, performing routine maintenance activities, notifying management of need for repairs and additions, and cleaning snow or debris from sidewalk. Does not include Maids and Housekeepers.

Alternate Job Titles: Custodian, Maintenance Worker.

WAGES & BENEFITS

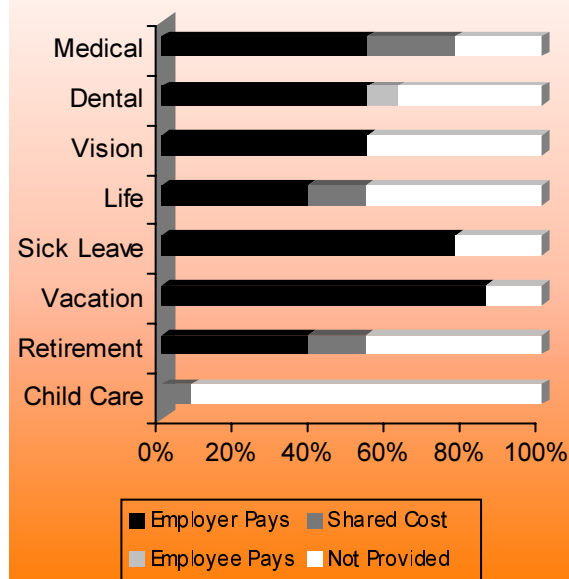
Non-Union, Full and Part-Time Wages

| | Range | Median |
|--------------------------|------------------|--------|
| New Hires, Inexperienced | \$5.75 - \$8.00 | \$6.50 |
| New Hires, Experienced | \$5.75 - \$8.87 | \$7.50 |
| 3+ Years With Firm | \$6.63 - \$11.99 | \$8.50 |

Union, Full and Part-Time Wages

| | Range | Median |
|--------------------------|-------------------|---------|
| New Hires, Inexperienced | \$8.00 - \$12.19 | \$10.10 |
| New Hires, Experienced | \$11.99 - \$13.44 | \$12.74 |
| 3+ Years With Firm | \$8.00 - \$17.00 | \$14.76 |

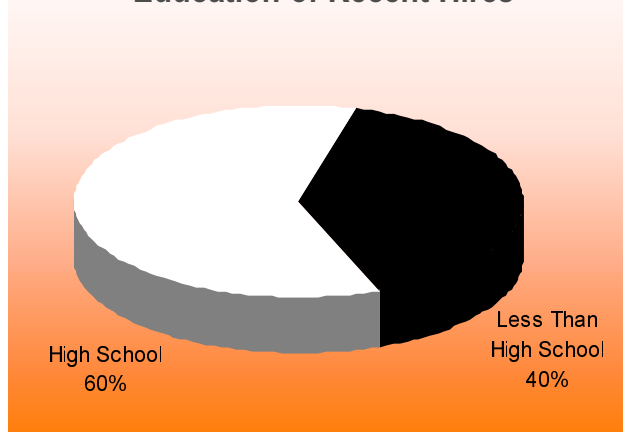
Fringe Benefits



All data is based on full time employment and the percentages of employers responding to this question.

EMPLOYER REQUIREMENTS

Education of Recent Hires



Almost all employers report they will not accept training in lieu of experience, and that technical or vocational training is not required. **Most** employers do not require experience and **all** will not accept other types of work experience.

SKILLS, LICENSES, & OTHER REQUIREMENTS

TECHNICAL: Ability to operate floor polishing equipment; understanding of cleaning compounds and solutions; brush painting skills; lawn and garden care skills; window washing skills; pest extermination skills; painting skills; ceramic or floor tile repair skills; carpentry skills; ability to shampoo carpets, and bondable.

PHYSICAL: Ability to lift at least 100 lbs. repeatedly.

PERSONAL OR OTHER: Possession of a reliable vehicle; willingness to work with close supervision, and ability to work independently

BASIC SKILLS: Basic math skills; ability to read and follow instructions; ability to write legibly, and oral communication skills.

COMPUTER SOFTWARE: Word and Excel.

FOR CAREER ADVANCEMENT: Hard work; attendance; bilingual; communication skills; education; organization; good driving record; interpersonal skills, and leadership.

LICENSE: Possession of a valid driver's license.

JANITORS AND CLEANERS - EXCEPT MAIDS AND HOUSEKEEPING CLEANERS

15 Firms Surveyed with 5290 Employees in Occupation. OES Code: 670050

EMPLOYMENT TRENDS

Supply & Demand

| Employment Levels | Decline | Remain Stable | Grow |
|-----------------------|---------|---------------|------|
| Past Year | 0% | 53% | 47% |
| Projected Next 24 Mo. | 0% | 67% | 33% |

Employers report it is **not difficult** to find fully experienced and qualified applicants. It is **moderately difficult** to find inexperienced applicants. The turnover rate is **2.5%**.

Where The Jobs Are

Building Services
Elementary and Secondary Schools

Size of Occupation

Occupation Size: 21,700 - 26,060
Growth Rate: Average

Job Growth Projection

Orange County Average Job Growth Rate 19.2%

EDD Forecast Job Growth Rate 1997-2004

Average Job Growth Rate 20.1%

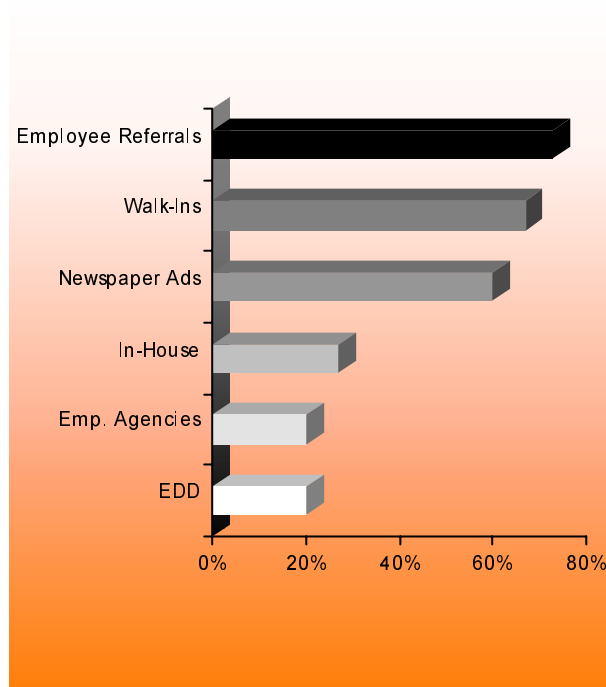
The reported percentages apply to employers responding to these questions.

OTHER INFORMATION

Work Patterns

- 87% of all employers promote.
- 60% of employers surveyed are non-union. 40% of all employers surveyed are union.
- 72% of employees work full time for an average of 40 hours per week. 27% of employees surveyed work part time for an average of 21 hours per week. 1% of employees surveyed work temporary or on call.
- 46% of the employees are female, and 54% are male.

RECRUITING METHODS



TRAINING PROVIDERS

- Coastline Regional Occupational Program
- North Orange County Regional Occupational Program
- Capistrano - Laguna Beach Regional Occupational Program

Programs Offered: ESL classes, English, and math courses.

For additional Training Providers or details for the providers listed, contact the providers directly or visit the following web sites:

- State Training Inventory www.soicc.ca.gov
- Orangeworks www.orangeworks.org
- I-Train www.i-train.org
- CA Regional Occupational Programs www.carocp.org

MEDICAL AND CLINICAL LABORATORY TECHNOLOGISTS

15 Firms Surveyed with 182 Employees in Occupation. OES Code: 329020

DESCRIPTION

Medical and Clinical Laboratory Technologists perform a wide range of complex procedures in the general areas of the clinical laboratory or perform specialized procedures in such areas as cytology, histology, and microbiology. Their duties may include supervising and coordinating activities of workers engaged in laboratory testing. Includes workers who teach medical technology when teaching is not their primary activity.

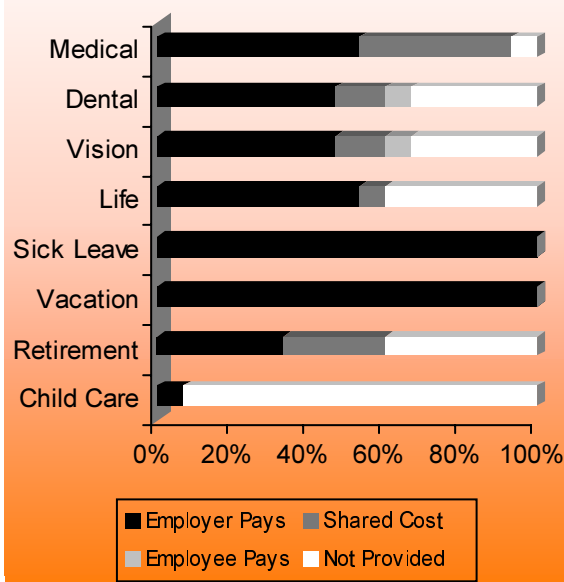
Alternate Job Titles: Medical Technologists, Medical Lab Assistant, Lab Tech, Clinical Lab Technicians, Laboratory Assistants, and Back Office Nurse.

WAGES & BENEFITS

Union, Non-Union Full & Part-Time Wages

| | Range | Median |
|--------------------------|-------------------|---------|
| New Hires, Inexperienced | \$9.59 - \$19.50 | \$14.55 |
| New Hires, Experienced | \$8.00 - \$25.00 | \$13.81 |
| 3+ Years With Firm | \$10.50 - \$25.00 | \$15.53 |

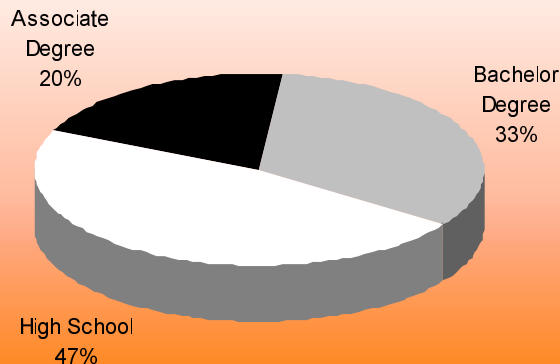
Fringe Benefits



Almost all employers report they will not accept training in lieu of experience and **most** report technical or vocational training is required. **Almost all** employers require previous work experience, and they report they will not accept other types of occupational experience.

EMPLOYER REQUIREMENTS

Education of Recent Hires



All data is based on full time employment and the percentages of employers responding to this question.

SKILLS, LICENSES, & OTHER REQUIREMENTS

TECHNICAL: Ability to operate precision laboratory equipment; ability to follow laboratory procedures; supervisory skills; record keeping skills; ability to apply sterilization techniques; blood drawing skills; knowledge of chemistry; ability to use computer applications in research; ability to perform advanced mathematical computations; ability to write effectively, and knowledge of medical terminology.

PHYSICAL: Manual dexterity; good vision; ability to concentrate for long periods of time; possession of good color perception, and ability to sit continuously for 2 or more hours.

PERSONAL OR OTHER: Willingness to work with close supervision; ability to pay attention to detail; ability to work independently, and ability to work under pressure.

BASIC SKILLS: Ability to follow oral instructions; ability to write legibly, and oral communication skills.

COMPUTER SOFTWARE: Word and Excel.

FOR CAREER ADVANCEMENT: Leadership; communication skills; reliability; time management; verbal skills; critical thinking, and management skills.

NEW SKILLS: Computer literacy and continue academic learning.

MEDICAL AND CLINICAL LABORATORY TECHNOLOGISTS

15 Firms Surveyed with 182 Employees in Occupation. OES Code: 329020

EMPLOYMENT TRENDS

Supply & Demand

| Employment Levels | Decline | Remain Stable | Grow |
|-----------------------|---------|---------------|------|
| Past Year | 0% | 40% | 60% |
| Projected Next 24 Mo. | 0% | 60% | 40% |

Employers report it is **very difficult** to find fully experienced and qualified applicants. It is also **very difficult** to find inexperienced applicants. The turnover rate is **24.7%**.

Where The Jobs Are

Offices and Clinics of Medical Doctors

Size of Occupation

Occupation Size: 11,110 - 12,380

Growth Rate: Slower Than Average

Job Growth Projection

Orange County Average Job Growth Rate 19.2%

EDD Forecast Job Growth Rate 1997-2004

Average Job Growth Rate 11.4%

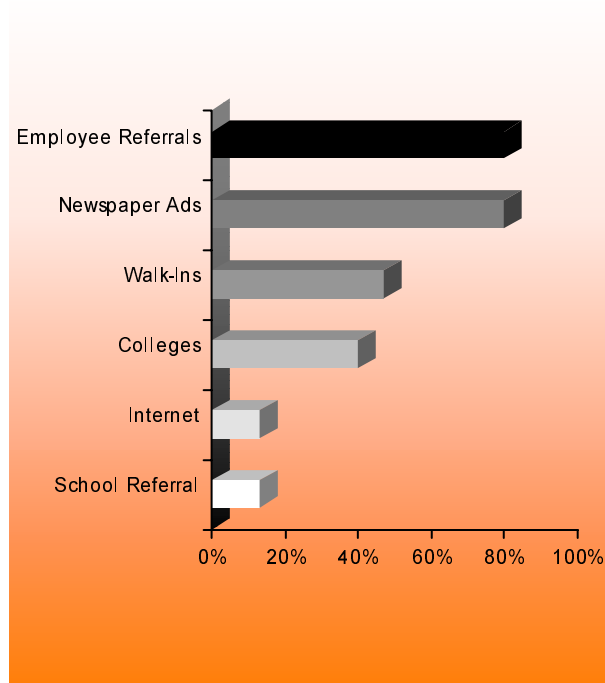
The reported percentages apply to employers responding to these questions.

OTHER INFORMATION

Work Patterns

- 80% of all employers promote.
- 93% of employers surveyed are non-union.
- 71% of employees work full time for an average of 45 hours per week. 21% of employees work part-time for an average of 22 hours per week. 8% are temporary or on call.
- Emerging occupations include Polysomnographer.
- 73% of the employees are female, and 27% are male.

RECRUITING METHODS



TRAINING PROVIDERS

- Newbridge College
- Center for Health Ed Advancement
- Saddleback College

Programs Offered – Phlebotomy, medical terminology, chemistry, clinical laboratory technology.

For additional Training Providers or details for the providers listed, contact the providers directly or visit the following web sites:

- State Training Inventory www.soicc.ca.gov
- Orangeworks www.orangeworks.org
- I-Train www.i-train.org

MULTIMEDIA SPECIALISTS

15 Firms Surveyed with 77 Employees in Occupation. Non-OES Code: 030064996

DESCRIPTION

Multimedia Specialists work in one or more of the following phases of multimedia production: planning and storyboards (quick sketches of the different scenes that will happen), scriptwriting, graphics, digital sound recording and mixing, scanning and re-touching of photos, making the related scenes interactive using specialized computer software and simple programming language.

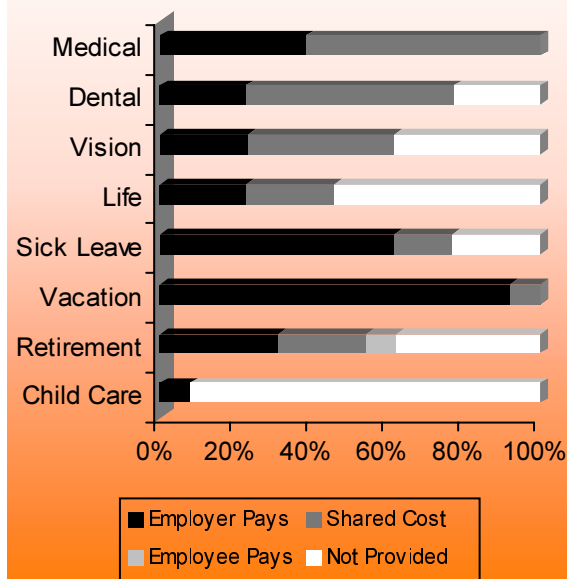
Alternate Job Titles: Graphics Designer, Computer Graphics, Graphic Artists, Web Developer.

WAGES & BENEFITS

Union and Non-Union Full and Part-Time Wages

| | Range | Median |
|--------------------------|-------------------|---------|
| New Hires, Inexperienced | \$38.00 - \$38.00 | \$38.00 |
| New Hires, Experienced | \$9.00 - \$38.00 | \$20.00 |
| 3+ Years With Firm | \$14.38 - \$41.23 | \$25.00 |

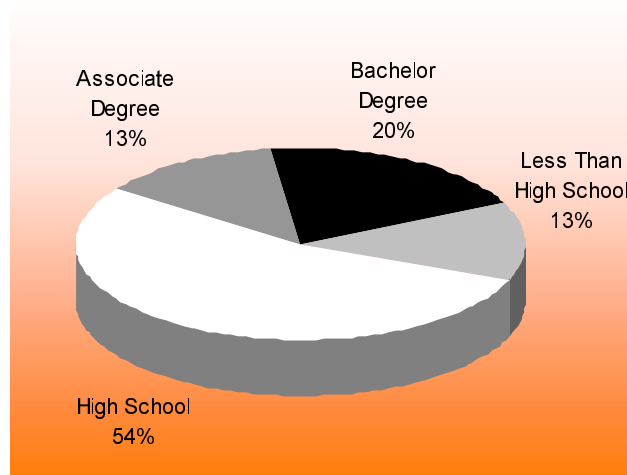
Fringe Benefits



Almost all employers report they will not accept training in lieu of experience and **most** report technical or vocational training is not required. **Almost all** employers require previous work experience, and **most** report they will not accept other types of occupational experience.

EMPLOYER REQUIREMENTS

Education of Recent Hires



All data is based on full time employment and the percentages of employers responding to this question.

SKILLS, LICENSES, & OTHER REQUIREMENTS

TECHNICAL: Ability to use computer and electronic devices, software, and tools required to complete a given project; understanding the basics of design and creativity, willingness to continually update skills by learning new tools and techniques; an expertise in one or more areas as well as a general understanding of many areas, and other skills according to the specific requirements of specialties within the multimedia industry.

PERSONAL OR OTHER: Willingness to work part time, temporary or on call; ability to work as part of a team; possess a passion for the work; a sense of humor, and patience.

BASIC SKILLS: Organizational skills; ability to quickly and accurately understand the goals and objectives of the project; ability to clearly communicate ideas, and ability to meet deadlines.

COMPUTER SOFTWARE: Word, Excel, PageMaker, Corel Draw and Dream Weaver.

FOR CAREER ADVANCEMENT: Communication skills; computer graphics; eagerness to work; writing ability; problem solving skills; strong design skills; creativity, and knowledge of software.

NEW SKILLS: Multimedia WebPages; digital editing, and networking.

EMPLOYMENT TRENDS

Supply & Demand

| Employment Levels | Decline | Remain Stable | Grow |
|-----------------------|---------|---------------|------|
| Past Year | 0% | 33% | 67% |
| Projected Next 24 Mo. | 0% | 40% | 60% |

Employers report it is **moderately difficult** to find fully experienced and qualified applicants. It is **not difficult** to find inexperienced applicants. The turn-over rate is **10.3%**.

Where The Jobs Are

Information Not Available

Size of Occupation

Occupation Size: Information Not Available

Growth Rate: Information Not Available

Job Growth Projection

Orange County Average Job Growth Rate 19.2%

EDD Forecast Job Growth Rate 1997-2004

Average Job Growth Rate Not Available

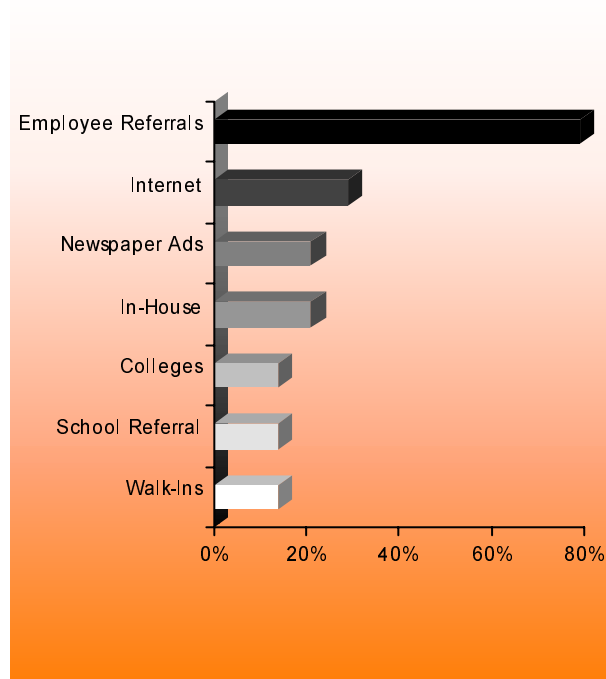
The reported percentages apply to employers responding to these questions.

OTHER INFORMATION

Work Patterns

- 60% of all employers promote.
- 100% of employers surveyed are non-union.
- 53% of employees work full time for an average of 42 hours per week. 47% of employees work part-time for an average of 22 hours per week.
- Emerging occupations include E-Commerce and Video Compressionist.
- 18% of the employees are female, and 82% are male.

RECRUITING METHODS



TRAINING PROVIDERS

- Irvine Valley College
- New Horizons Computer Learning Center
- Infotech Commercial Systems (Clauzet Center)

Programs Offered: Desktop publishing, computer science, and computer programming.

For additional Training Providers or details for the providers listed, contact the providers directly or visit the following web sites:

- State Training Inventory www.soicc.ca.gov
- Orangeworks www.orangeworks.org
- I-Train www.i-train.org

NURSE AIDES

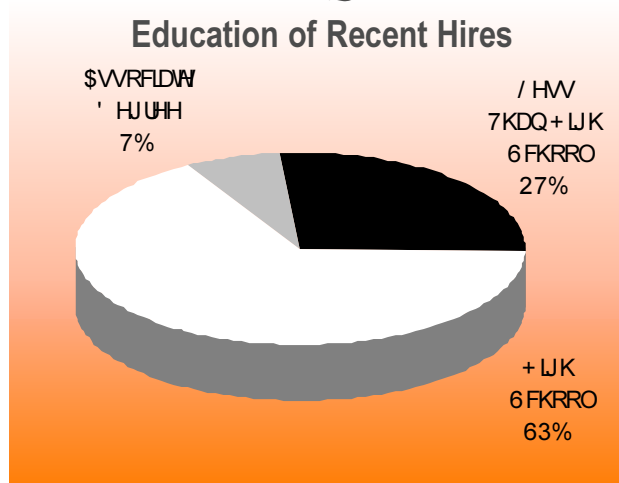
15 Firms Surveyed with 1175 Employees in Occupation. OES Code: 660080

DESCRIPTION

Nurse Aides work under the direction of nursing or medical staff to provide auxiliary services in the care of patients. They perform duties such as answering patients' call bells, servicing and collecting food trays, and feeding patients. Nurse Aides may be called Assistants, Attendants, or Orderlies. Orderlies are primarily concerned with the care of male patients, setting up equipment, and relieving nurses of heavier work. Does not include Psychiatric Aides and Home Health Aides.

Alternate Job Titles: Certified Nurse Assistant, Patient Care Assistant, and Personal Attendant.

EMPLOYER REQUIREMENTS



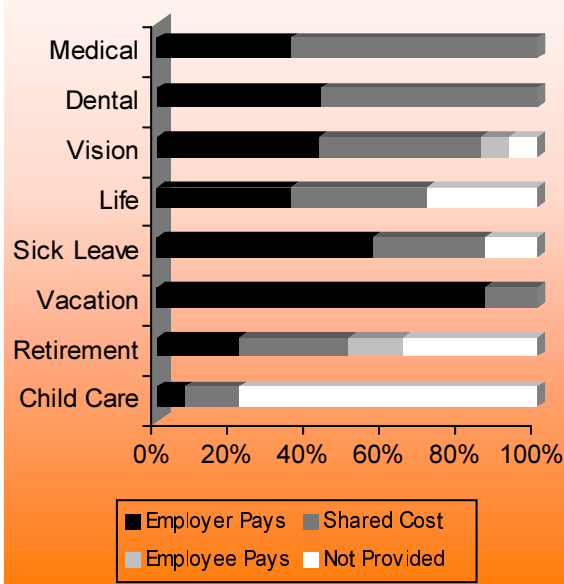
Most employers report they will not accept training in lieu of experience and that technical or vocational training is required. **Many** employers require previous work experience, and **most** report they will not accept other types of occupational experience.

WAGES & BENEFITS

Union and Non-Union, Full and Part-Time Wages

| | Range | Median |
|--------------------------|------------------|--------|
| New Hires, Inexperienced | \$7.00 - \$9.00 | \$7.68 |
| New Hires, Experienced | \$7.25 - \$10.00 | \$8.50 |
| 3+ Years With Firm | \$7.25 - \$12.00 | \$9.25 |

Fringe Benefits



All data is based on full time employment and the percentages of employers responding to this question.

SKILLS, LICENSES, & OTHER REQUIREMENTS

TECHNICAL: Ability to provide personal services to patients; record keeping skills; knowledge of orthopedic care; understanding of asepsis; ability to administer emergency first aid; ability to apply dressings and compresses; ability to apply transferring techniques moving patients; knowledge of surgical preparation procedures; post surgical care skills, and ability to perform CPR.

PERSONAL OR OTHER: Ability to work independently; willingness to work, with close supervision; public contact skills, and ability to work independently.

BASIC SKILLS: Basic math skills; ability to read and follow instructions; ability to write legibly, and oral communication skills.

COMPUTER SOFTWARE: Database.

FOR CAREER ADVANCEMENT: Good working skills; leadership; customer service; communication skills; continued education, and additional medical knowledge.

NEW SKILLS: Knowledge of English language.

LICENSE: Possession of a Nurses Aide Certification.

EMPLOYMENT TRENDS

Supply & Demand

| Employment Levels | Decline | Remain Stable | Grow |
|-----------------------|---------|---------------|------|
| Past Year | 0% | 47% | 53% |
| Projected Next 24 Mo. | 0% | 73% | 27% |

Employers report it is **moderately difficult** to find fully experienced and qualified applicants. It is **very difficult** to find inexperienced applicants. The turnover rate is **24.7%**.

Where The Jobs Are

Hospitals
Nursing and Personal Care Facilities

Size of Occupation

Occupation Size: 5,340 - 5,830
Growth Rate: Slower Than Average

Job Growth Projection

Orange County Average Job Growth Rate 19.2%

EDD Forecast Job Growth Rate 1997-2004

Average Job Growth Rate 0.9%

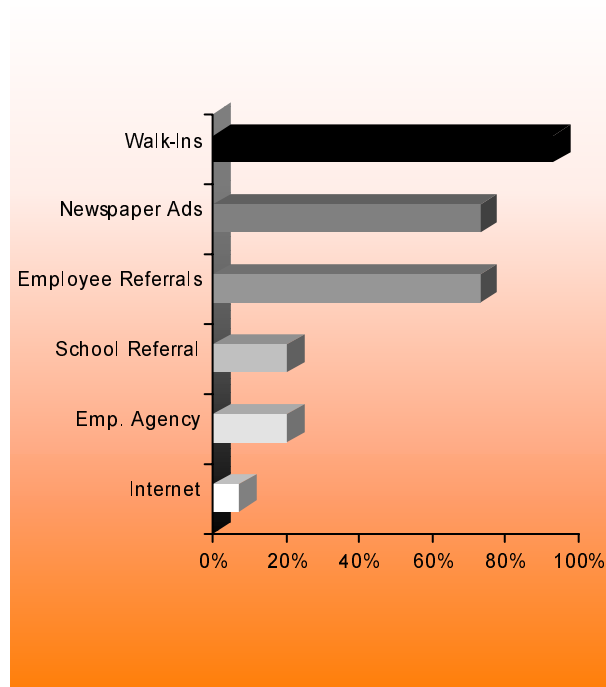
The reported percentages apply to employers responding to these questions.

OTHER INFORMATION

Work Patterns

- 87% of all employers promote.
- 93% of employers surveyed are non-union.
- 68% of employees work full time for an average of 37 hours per week. 31% of employees work part-time for an average of 22 hours per week. 1% work temporary or on-call.
- 83% of the employees are female, and 17% are male.

RECRUITING METHODS



TRAINING PROVIDERS

- Center for Health Ed Advancement
- Capistrano-Laguna Beach Regional Occupational Program
- Coastline Regional Occupational Program

Programs Offered – Nurse Aide training, and Health Science Careers.

For additional Training Providers or details for the providers listed, contact the providers directly or visit the following web sites:

- State Training Inventory www.soicc.ca.gov
- Orangeworks www.orangeworks.org
- I-Train www.i-train.org
- CA Regional Occupational Programs www.carocp.org

REGISTERED NURSES

15 Firms Surveyed with 1323 Employees in Occupation. OES Code: 325020

DESCRIPTION

Registered Nurses administer nursing care to ill or injured persons. This group includes administrative, public health, industrial, private duty, and surgical nurses. Licensing or registration is required. Does not include Nursing Instructors and Teachers.

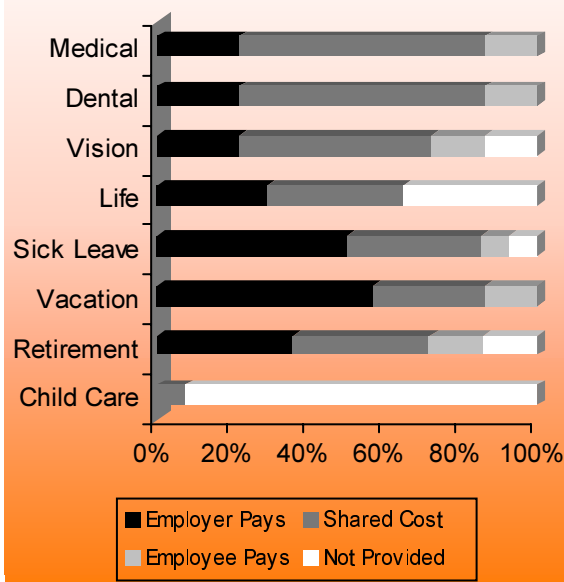
Alternate Job Titles: Charge Nurse, Staff Nurse, Nurse Manager, Case Manager.

WAGES & BENEFITS

Union and Non-Union, Full and Part-Time Wages

| | Range | Median |
|--------------------------|-------------------|---------|
| New Hires, Inexperienced | \$18.00 - \$19.00 | \$18.25 |
| New Hires, Experienced | \$15.00 - \$25.00 | \$20.25 |
| 3+ Years With Firm | \$21.00 - \$30.00 | \$23.25 |

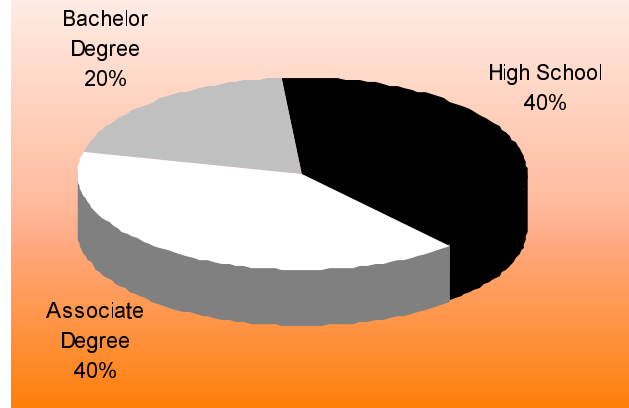
Fringe Benefits



All data is based on full time employment and the percentages of employers responding to this question.

EMPLOYER REQUIREMENTS

Education of Recent Hires



All employers report they will not accept training in lieu of experience and **most** report technical or vocational training is required. **Most** employers require previous work experience, and **almost all** report they will not accept other types of occupational experience.

SKILLS, LICENSES, & OTHER REQUIREMENTS

TECHNICAL: Intensive care treatment skills; ability to administer an electro-cardiograph (EKG) test; ability to apply transferring techniques moving patients; ability to provide personal services to patients; record keeping skills; ability to write effectively, and ability to plan and organize the work of others.

PERSONAL OR OTHER: Willingness to work, with close supervision; public contact skills; ability to work under pressure, and ability to work independently.

BASIC SKILLS: Basic math skills; ability to read and follow instructions; ability to write legibly, and oral communication skills.

COMPUTER SOFTWARE: Word and Excel.

FOR CAREER ADVANCEMENT: Management skills; leadership; computer knowledge; critical thinking; assessment skills; people skills; higher education; performance; team player; responsibility; language skills; initiative, and high level of nursing skills.

NEW SKILLS: Keeping current on standards of practice.

LICENSE: Possession of the State of California Registered Nurse license.

REGISTERED NURSES

15 Firms Surveyed with 1323 Employees in Occupation. OES Code: 325020

EMPLOYMENT TRENDS

Supply & Demand

| Employment Levels | Decline | Remain Stable | Grow |
|-----------------------|---------|---------------|------|
| Past Year | 0% | 80% | 20% |
| Projected Next 24 Mo. | 0% | 47% | 53% |

Employers report it is **moderately difficult** to find fully experienced and qualified applicants. It is also **moderately difficult** to find inexperienced applicants. The turnover rate is **25.6%**.

Where The Jobs Are

Hospitals
Nursing and Personal Care Facilities

Size of Occupation

Occupation Size: 12,180 - 13,650
Growth Rate: Slower Than Average

Job Growth Projection

Orange County Average Job Growth Rate 19.2%

EDD Forecast Job Growth Rate 1997-2004

Average Job Growth Rate 12.1%

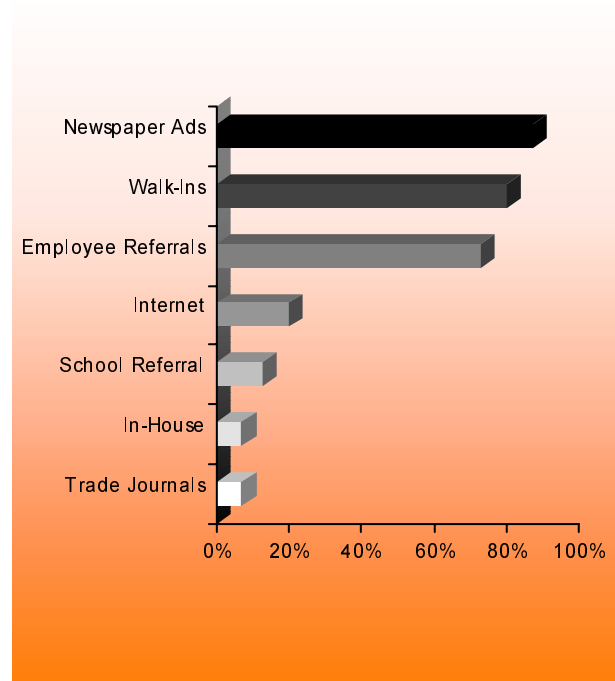
The reported percentages apply to employers responding to these questions.

OTHER INFORMATION

Work Patterns

- 80% of all employers promote.
- 100% of employers surveyed are non-union.
- 62% of employees work full time for an average of 38 hours per week. 37% of employees work part-time for an average of 19 hours per week. 1% work temporary or on-call.
- 83% of the employees are female, and 17% are male.

RECRUITING METHODS



TRAINING PROVIDERS

- Golden West College
- California State University, Fullerton
- National University

Programs Offered – Nursing courses.

For additional Training Providers or details for the providers listed, contact the providers directly or visit the following web sites:

- State Training Inventory www.soicc.ca.gov
- Orangeworks www.orangeworks.org
- I-Train www.i-train.org



SALES REPRESENTATIVES - EXCEPT SCIENTIFIC, RELATED PRODUCTS & SERVICES, AND RETAIL

15 Firms Surveyed with 152 Employees in Occupation. OES Code: 490080

DESCRIPTION

Sales Representatives, except Scientific and Related Products and Services, sell goods and services for wholesalers or manufacturers to businesses or groups of individuals. This work requires a substantial knowledge of the items sold. Sales representatives solicit orders from established clients or secure new customers.

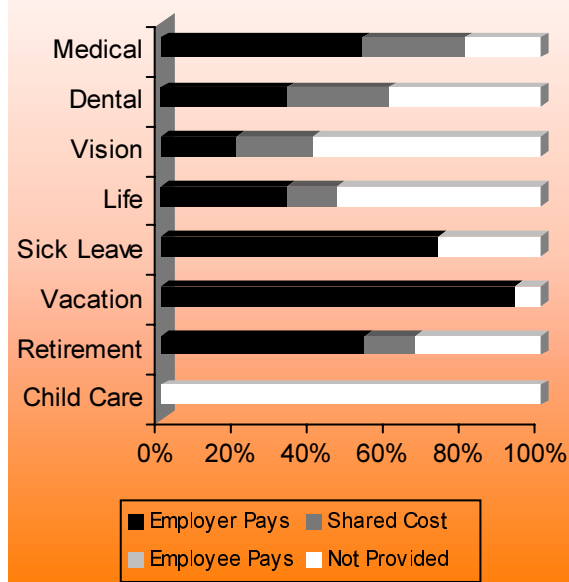
Alternate Job Titles: Outside Sales Representative, Account Executive, Sales Representative.

WAGES & BENEFITS

Non-Union, Full and Part-Time Wages

| | Range | Median |
|--------------------------|-------------------|---------|
| New Hires, Inexperienced | \$7.67 - \$14.38 | \$8.80 |
| New Hires, Experienced | \$8.00 - \$24.93 | \$14.38 |
| 3+ Years With Firm | \$10.00 - \$34.52 | \$19.18 |

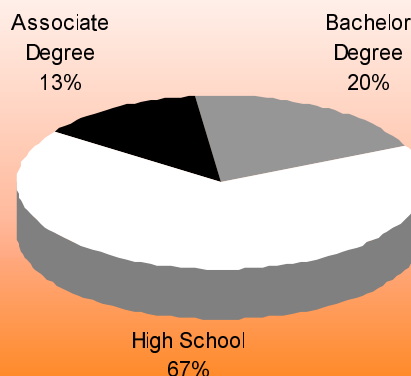
Fringe Benefits



Many employers report they will accept training in lieu of experience. **Almost all** employers report that technical or vocational training is not required. **Many** employers require prior work experience and **most** will accept other types of occupational experience.

EMPLOYER REQUIREMENTS

Education of Recent Hires



All data is based on full time employment and the percentages of employers responding to this question.

SKILLS, LICENSES, & OTHER REQUIREMENTS

TECHNICAL: Business math skills; report writing skills; ability to apply sales techniques; record keeping skills; ability to prepare and arrange sales contracts; understanding of inventory techniques; verbal presentation skills; ability to write effectively, and ability to demonstrate knowledge of specific products.

PERSONAL OR OTHER: Possession of a reliable vehicle; willingness to travel; ability work independently; possession of a good DMV driving record, and customer service skills.

BASIC SKILLS: Ability to read and follow instructions and ability to write legibly.

COMPUTER SOFTWARE: Word, Excel, and Access.

FOR CAREER ADVANCEMENT: Strong selling skills; people skills; knowledge of economics; analytical; leadership; team work; management ability, and verbal communication skills.

NEW SKILLS: Computer literate, and Internet skills.

LICENSE: Possession of a valid driver's license.

SALES REPRESENTATIVES - EXCEPT SCIENTIFIC, RELATED PRODUCTS & SERVICES, AND RETAIL

15 Firms Surveyed with 152 Employees in Occupation. OES Code: 490080

EMPLOYMENT TRENDS

Supply & Demand

| Employment Levels | Decline | Remain Stable | Grow |
|-----------------------|---------|---------------|------|
| Past Year | 7% | 53% | 40% |
| Projected Next 24 Mo. | 0% | 60% | 40% |

Employers report it is **very difficult** to find fully experienced and qualified applicants. It is **moderately difficult** to find inexperienced applicants. The turnover rate is **10.7%**.

Where The Jobs Are

Groceries and Related Products
Electrical Goods

Size of Occupation

Occupation Size: 11,490 - 14,010
Growth Rate: Faster Than Average

Job Growth Projection

Orange County Average Job Growth Rate 19.2%

EDD Forecast Job Growth Rate 1997-2004

Average Job Growth Rate 21.9%

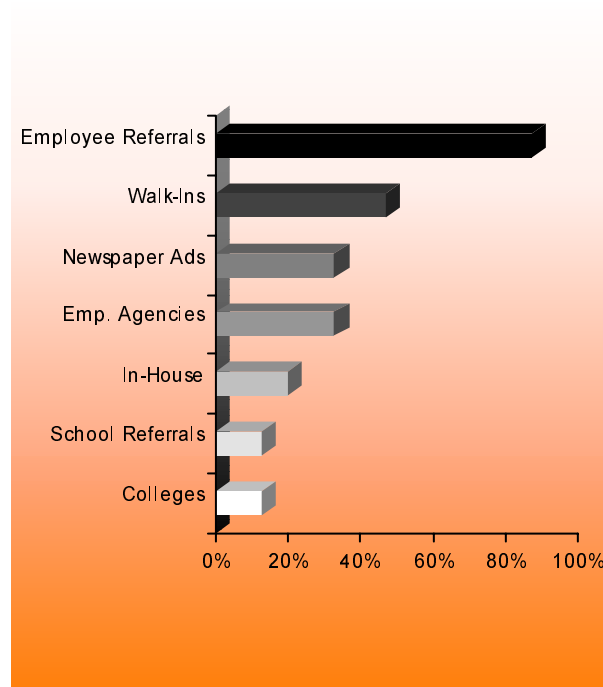
The reported percentages apply to employers responding to these questions.

OTHER INFORMATION

Work Patterns

- 47% of all employers promote.
- 100% of employers surveyed are non-union.
- 99% of employees work full time for an average of 47 hours per week. 1% of employees work part time for an average of 15 hours per week.
- Emerging occupations include Business Management.
- 28% of the employees are female, and 72% are male.

RECRUITING METHODS



TRAINING PROVIDERS

- Career Management Institute
- Coastline Regional Occupational Program

Programs Offered: General Selling Skills.

For additional Training Providers or details for the providers listed, contact the providers directly or visit the following web sites:

- State Training Inventory www.soicc.ca.gov
- Orangeworks www.orangeworks.org
- I-Train www.i-train.org

SALES REPRESENTATIVES SCIENTIFIC, RELATED PRODUCTS & SERVICES - EXCEPT RETAIL

15 Firms Surveyed with 89 Employees in Occupation. OES Code: 490050

DESCRIPTION

Sales Representatives, Scientific and Related Products and Services, except Retail sell products or services requiring scientific or similar knowledge for wholesalers or manufacturers. This knowledge is in areas such as biology engineering, chemistry, and electronics, and is normally obtained from 2 or 3 years of post secondary education or its equivalent. They sell products such as aircraft, agricultural equipment and supplies, industrial machinery, medical supplies, electronic equipment, chemicals, and precision instruments. Does not include Sales Representatives in retail sales, or those who must have a technical background equivalent to a bachelor's degree in engineering.

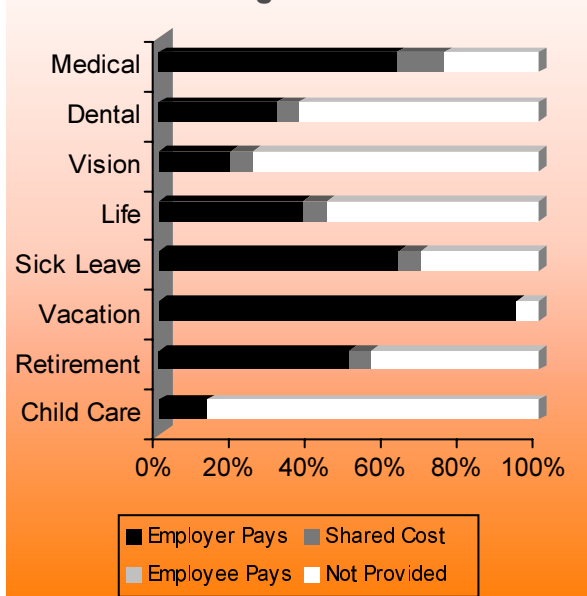
Alternate Job Titles: Technical Sales Representative; Sales Engineers; Account Executive; Sales Manager.

WAGES & BENEFITS

Non-Union, Full and Part-Time Wages

| | Range | Median |
|--------------------------|-------------------|---------|
| New Hires, Inexperienced | \$5.75 - \$15.00 | \$12.48 |
| New Hires, Experienced | \$8.63 - \$43.00 | \$17.62 |
| 3+ Years With Firm | \$11.51 - \$48.00 | \$29.97 |

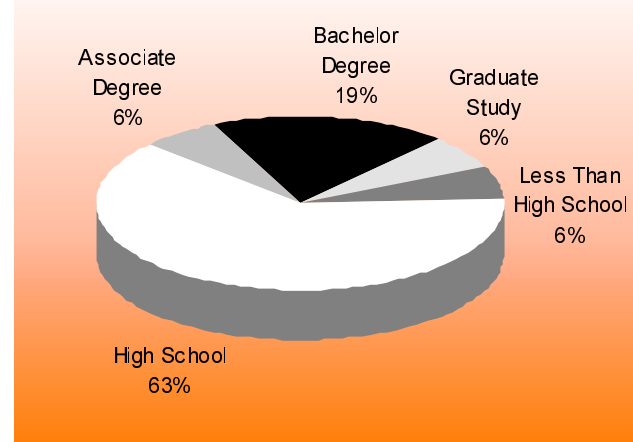
Fringe Benefits



All data is based on full time employment and the percentages of employers responding to this question.

EMPLOYER REQUIREMENTS

Education of Recent Hires



Almost all employers report they will not accept training in lieu of experience, and they also report that technical or vocational training is not required. **Most** employers require prior work experience, and **almost all** will accept other types of occupational experience.

SKILLS, LICENSES, & OTHER REQUIREMENTS

TECHNICAL: Report writing skills; ability to apply sales techniques; record keeping skills; ability to prepare and arrange sales contracts; telephone sales skills; understanding of inventory techniques; verbal presentation skills; ability to perform advanced mathematical computations; ability to write effectively, and ability to demonstrate knowledge of specific products.

PERSONAL OR OTHER: Possession of a reliable vehicle; willingness to travel; ability work independently; possession of a good DMV driving record, and customer service skills.

BASIC SKILLS: Ability to read and follow instructions and ability to write legibly.

COMPUTER SOFTWARE: Word, Excel, Access, QuickBooks, and PageMaker.

FOR CAREER ADVANCEMENT: Technical skills; knowledge of products; business skills; high sales volume; interpersonal, and commitment to customer service.

NEW SKILLS: Computer aided design programs, networking, computer skills, Internet skills, and bilingual English/Japanese.

LICENSE: Possession of a valid driver's license.

SALES REPRESENTATIVES SCIENTIFIC, RELATED PRODUCTS & SERVICES - EXCEPT RETAIL

15 Firms Surveyed with 89 Employees in Occupation. OES Code: 490050

EMPLOYMENT TRENDS

Supply & Demand

| Employment Levels | Decline | Remain Stable | Grow |
|-----------------------|---------|---------------|------|
| Past Year | 6% | 44% | 50% |
| Projected Next 24 Mo. | 0% | 50% | 50% |

Employers report it is **very difficult** to find fully experienced and qualified applicants. It is also **very difficult** to find inexperienced applicants. The turnover rate is **13.5%**.

Where The Jobs Are

Professional and Commercial Equipment
Electrical Goods

Size of Occupation

Occupation Size: 7,820 - 9,280
Growth Rate: Average

Job Growth Projection

Orange County Average Job Growth Rate 19.2%

EDD Forecast Job Growth Rate 1997-2004

Average Job Growth Rate 18.7%

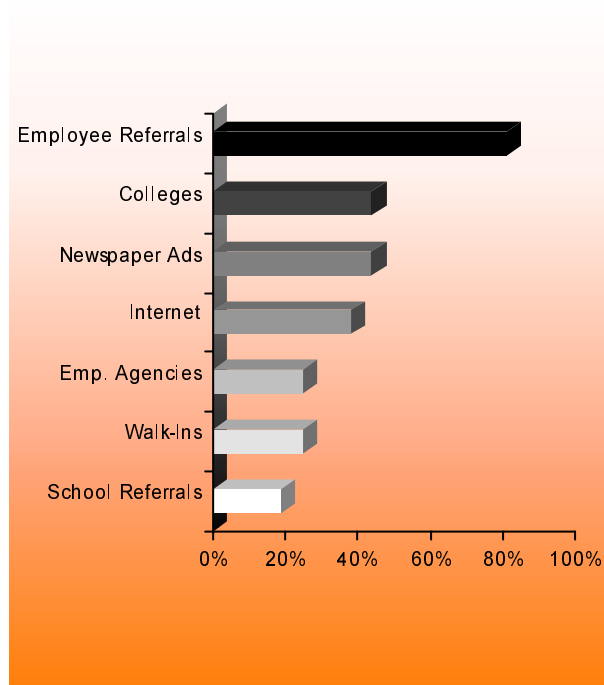
The reported percentages apply to employers responding to these questions.

OTHER INFORMATION

Work Patterns

- 50% of all employers promote.
- 100% of employers surveyed are non-union.
- 99% of employees work full time for an average of 44 hours per week. 1% of employees work part time for an average of 32 hours per week.
- Emerging occupations include Internet Sales Positions.
- 31% of the employees are female, and 69% are male.

RECRUITING METHODS



TRAINING PROVIDERS

- University of California Irvine
- Cypress Community College
- California State University Fullerton

Programs Offered: Science, computer and engineering courses.

For additional Training Providers or details for the providers listed, contact the providers directly or visit the following web sites:

- State Training Inventory www.soicc.ca.gov
- Orangeworks www.orangeworks.org
- I-Train www.i-train.org

SALESPERSONS, RETAIL (EXCEPT VEHICLE SALES)

15 Firms Surveyed with 398 Employees in Occupation. OES Code: 490112

DESCRIPTION

Retail Salespersons, except Vehicle Sales sell a variety of merchandise to the public. They assist the customer in making selections, obtain or receive the merchandise, total the bill, receive the payment in cash or by check or credit card, operate a cash register, and make change for the customer. They may stock shelves and set up advertising displays. Does not include workers who work primarily as Cashiers.

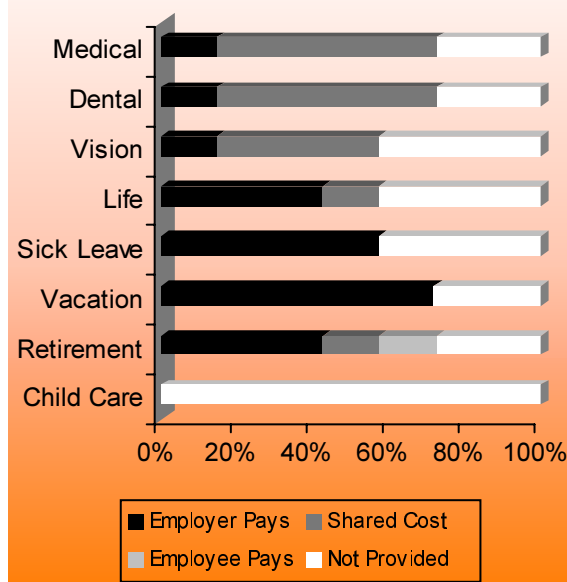
Alternate Job Titles: Sales Clerk, Sales Assistant, Sales Associate, Customer Specialist, Retail Person.

WAGES & BENEFITS

Non-Union, Full and Part-Time Wages

| | Range | Median |
|--------------------------|------------------|--------|
| New Hires, Inexperienced | \$5.75 - \$7.50 | \$5.75 |
| New Hires, Experienced | \$5.75 - \$8.50 | \$7.00 |
| 3+ Years With Firm | \$5.75 - \$11.50 | \$8.00 |

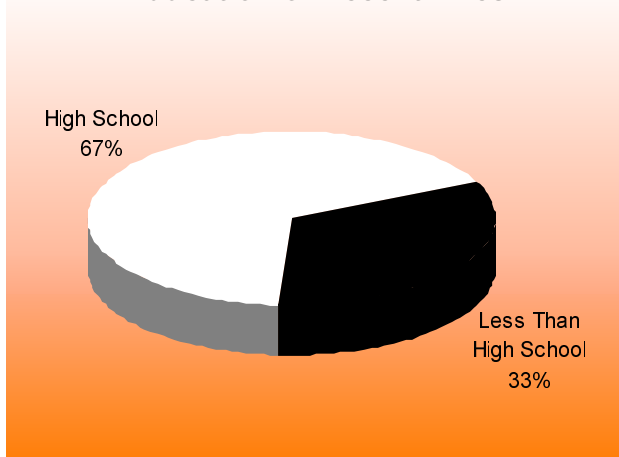
Fringe Benefits



All data is based on full time employment and the percentages of employers responding to this question.

EMPLOYER REQUIREMENTS

Education of Recent Hires



Most employers report they will not accept training in lieu of experience. **All** employers report that technical or vocational training is not required. **Some** employers require prior work experience and **most** will accept other types of occupational experience.

SKILLS, LICENSES, & OTHER REQUIREMENTS

TECHNICAL: Ability to use a computer terminal; ability to operate a standard cash register; ability to operate a computerized cash register; ability to make change; knowledge of sales techniques, and knowledge of inventory techniques.

PHYSICAL: Ability to lift at least 50 lbs, ability to stand for prolonged periods, and meet employer grooming standards.

PERSONAL OR OTHER: Willingness to work with close supervision; ability to work independently;

BASIC SKILLS: Ability to read and follow instructions; ability to write effectively and legibly; ability to perform basic mathematical computations; public contact skills; customer service skills, and oral communication skills.

COMPUTER SOFTWARE: Word and Excel.

FOR CAREER ADVANCEMENT: Interpersonal skills; motivation; integrity; leadership; hard worker; maturity, and responsibility.

SALESPERSONS, RETAIL (EXCEPT VEHICLE SALES)

15 Firms Surveyed with 398 Employees in Occupation. OES Code: 490112

EMPLOYMENT TRENDS

Supply & Demand

| Employment Levels | Decline | Remain Stable | Grow |
|-----------------------|---------|---------------|------|
| Past Year | 0% | 67% | 33% |
| Projected Next 24 Mo. | 0% | 60% | 40% |

Employers report it is **not difficult** to find fully experienced and qualified applicants. It is **moderately difficult** to find inexperienced applicants. The turnover rate is **24.9%**.

Where The Jobs Are

Department Stores
Miscellaneous Shopping Goods Stores

Size of Occupation

Occupation Size: 40,070 - 46,870
Growth Rate: Slower Than Average

Job Growth Projection

Orange County Average Job Growth Rate 19.2%

EDD Forecast Job Growth Rate 1997-2004

Average Job Growth Rate 17.0%

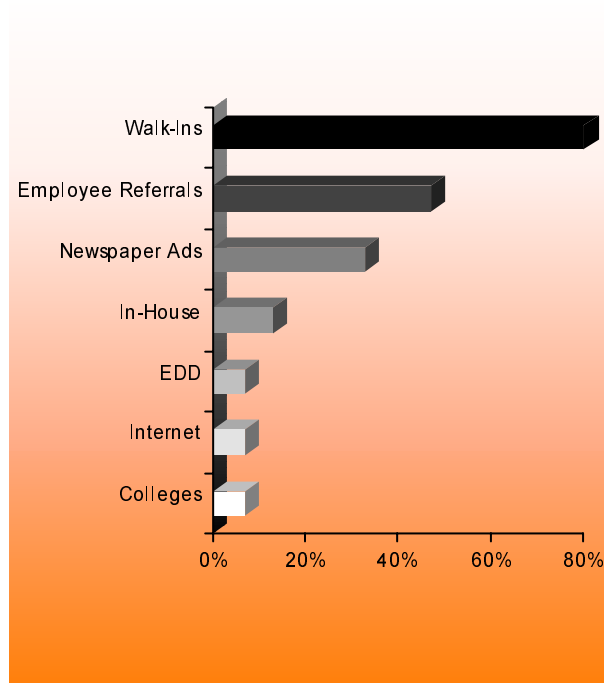
The reported percentages apply to employers responding to these questions.

OTHER INFORMATION

Work Patterns

- 67% of all employers promote.
- 100% of employers surveyed are non-union.
- 33% of employees work full time for an average of 37 hours per week. 67% of employees work part time for an average of 27 hours per week.
- 66% of the employees are female, and 34% are male.

RECRUITING METHODS



TRAINING PROVIDERS

- Career Management Institute
- Coastline Regional Occupational Program

Programs Offered: General Selling Skills.

For additional Training Providers or details for the providers listed, contact the providers directly or visit the following web sites:

- State Training Inventory www.soicc.ca.gov
- Orangeworks www.orangeworks.org
- I-Train www.i-train.org
- CA Regional Occupational Programs www.carocp.org

DESCRIPTION

Tellers receive and pay out money, and keep records of money and negotiable instruments involved in various financial institutions' transactions.

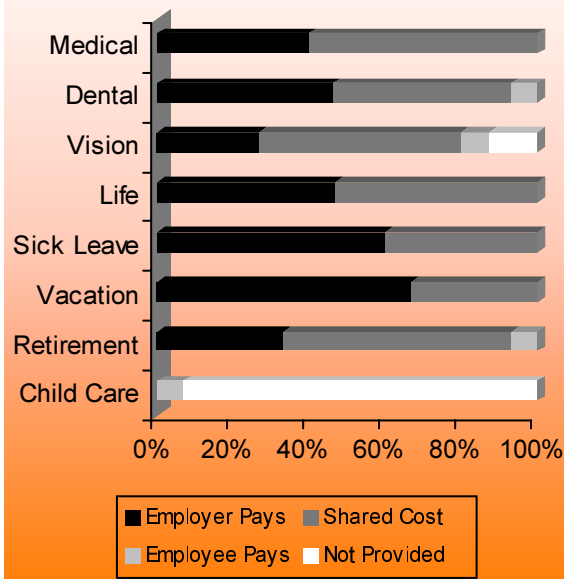
Alternate Job Titles: Member Services Representative; Customer Service Tellers; Branch Service Representative; Cashier; Financial Sales Associates; Customer Service Representative.

WAGES & BENEFITS

Union and Non-Union, Full and Part-Time Wages

| | Range | Median |
|--------------------------|------------------|---------|
| New Hires, Inexperienced | \$7.50 - \$9.25 | \$8.63 |
| New Hires, Experienced | \$8.00 - \$11.15 | \$10.00 |
| 3+ Years With Firm | \$8.50 - \$13.50 | \$12.00 |

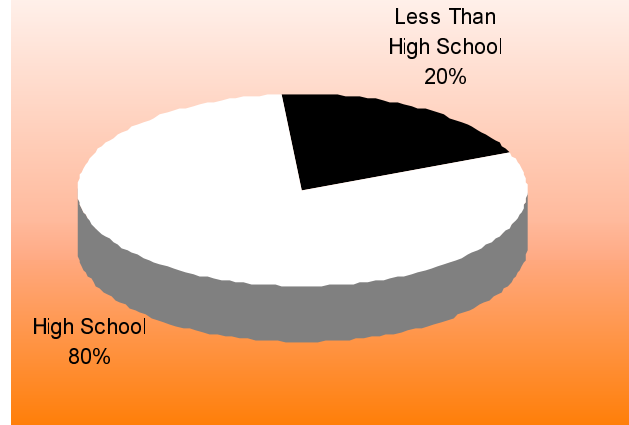
Fringe Benefits



Most employers report they will not accept training in lieu of experience. **Almost all** employers report that technical or vocational training is not required. **Many** employers require previous work experience, and **most** report they will not accept other types of occupational experience.

EMPLOYER REQUIREMENTS

Education of Recent Hires



All data is based on full time employment and the percentages of employers responding to this question.

SKILLS, LICENSES, & OTHER REQUIREMENTS

TECHNICAL: Record keeping skills; alphabetic and numeric filing skills; cash handling skills; ability to operate a 10-key adding machine by touch; bondable; ability to write effectively, and ability to type at least 30 wpm.

PHYSICAL: Ability to stand continuously for 2 or more hours.

PERSONAL OR OTHER: Ability to perform routine, repetitive work; willingness to work with close supervision; ability to work independently, and customer service skills.

BASIC SKILLS: Basic math skills; ability to read and follow instructions; ability to write legibly, and oral communication skills.

COMPUTER SOFTWARE: Word and Excel.

FOR CAREER ADVANCEMENT: Operational knowledge; product knowledge; service focused; detail oriented; math skills; verbal skills; sales ability; good cash handling skills; excellent interpersonal skill; dependable; good English skills, and willingness to learn.

NEW SKILLS: Keeping up on basic PC skills and being up to date on banking policies and procedures.

EMPLOYMENT TRENDS

Supply & Demand

| Employment Levels | Decline | Remain Stable | Grow |
|-----------------------|---------|---------------|------|
| Past Year | 0% | 47% | 53% |
| Projected Next 24 Mo. | 0% | 40% | 60% |

Employers report it is **moderately difficult** to find fully experienced and qualified applicants. It is also **moderately difficult** to find inexperienced applicants. The turnover rate is **68.7%**.

Where The Jobs Are

Commercial Banks
Savings Institutions

Size of Occupation

Occupation Size: 5,630 - 8,110
Growth Rate: Much Faster Than Average

Job Growth Projection

Orange County Average Job Growth Rate 19.2%

EDD Forecast Job Growth Rate 1997-2004

Average Job Growth Rate 44.0%

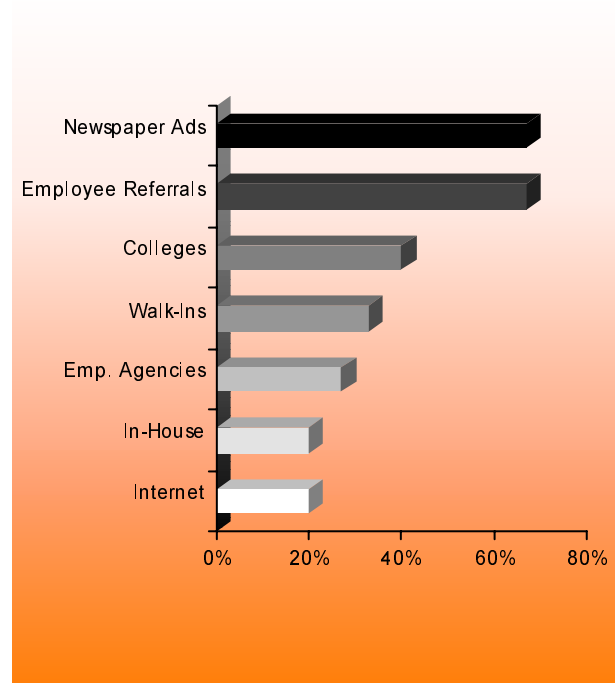
The reported percentages apply to employers responding to these questions.

OTHER INFORMATION

Work Patterns

- 100% of all employers promote.
- 100% of employers surveyed are non-union.
- 37% of employees work full time for an average of 40 hours per week. 59% of employees work part-time for an average of 20 hours per week. 4% work temporary or on-call.
- 76% of the employees are female, and 24% are male.

RECRUITING METHODS



TRAINING PROVIDERS

- Garden Grove Adult Education, Chapman Campus
- American School of Mortgage Banking
- Central County Regional Occupational Program

Programs Offered – Banking and Financial Support Services.

For additional Training Providers or details for the providers listed, contact the providers directly or visit the following web sites:

- State Training Inventory www.soicc.ca.gov
- Orangeworks www.orangeworks.org
- I-Train www.i-train.org
- CA Regional Occupational Programs www.carocp.org

TRAINING PROVIDERS FOR YEAR 2000 SURVEYED OCCUPATIONS

| | | | |
|---------------------------------------|--|----------------------------|----------------|
| A & V Technical School, Inc | 1214 East Katella Avenue | Anaheim, CA 92805 | (714) 634-0744 |
| Am. School of Mortgage Banking | 17332 Irvine Boulevard, Suite 200 | Tustin, CA 92780 | (714) 832-2762 |
| Anaheim Adult Education | 1800 West Ball Road | Anaheim, CA 92803 | (714) 999-5616 |
| Automotive Diagnostics | 1515 South Harris Court | Anaheim, CA 92806 | (714) 634-3855 |
| California Career Schools | 1100 Technology Circle | Anaheim, CA 92805 | (714) 635-6585 |
| California State University Fullerton | 800 North State College Boulevard | Fullerton, CA 92834 | (714) 278-2086 |
| CA State University Fullerton Ex. Ed | 800 North State College Boulevard | Fullerton, CA 92834 | (714) 278-2611 |
| Capistrano - Laguna Beach ROP | 31522 El Camino Real | San Juan Capis., CA 92675 | (949) 496-3118 |
| Capo Unified School Dist. Com. Ed | 31422 Camino Capistrano | San Juan Capis., CA 92675 | (949) 493-0658 |
| Casa Real Learning Center | 1666 North Main Street, Suite 415 | Santa Ana, CA 92701 | (714) 835-6695 |
| Central County ROP | 2333 North Broadway, Suite 260 | Santa Ana, CA 92706 | (714) 541-5537 |
| Chapman University Academic Ctr. | One University Drive | Orange, CA 92866 | (714) 997-6701 |
| Coastline Community College | 11460 Warner Avenue | Fountain Valley, CA 92708 | (714) 546-7600 |
| Coastline Community College | 1675 Scenic Drive | Costa Mesa, CA 92626 | (714) 241-4904 |
| Coastline ROP | 1001 Presidio Square | Costa Mesa, CA 92626 | (714) 979-1955 |
| Computer Learning Ctr. of Anaheim | 222 South Harbor Boulevard | Anaheim, CA 92805 | (714) 956-8060 |
| Concorde Career Institute | 12951 Euclid Street, Suite 101 | Garden Grove, CA 92840 | (714) 635-3450 |
| Concordia University | 1530 Concordia West | Irvine, CA 92612 | (949) 854-8002 |
| Cypress College Adult Education | 9200 Valley View Street | Cypress, CA 90630 | (714) 484-7237 |
| Cypress Community College | 9200 Valley View Street | Cypress, CA 90630 | (714) 484-7402 |
| DMC Automotive Training School | 530 Cameron Street | Placentia, CA 92870 | (714) 528-8336 |
| Fullerton Community College | 321 East Chapman Avenue | Fullerton, CA 92832 | (714) 992-7000 |
| Garden Grove Adult Education | 11852 Knott Avenue | Garden Grove, CA 92845 | (714) 663-6525 |
| Garden Grove Adult Education | 11262 Garden Grove Boulevard | Garden Grove, CA 92843 | (714) 663-6291 |
| Gerontology Training Institute | 214 Hospital Circle, Suite 3 | Westminster, CA 92683 | (714) 893-3050 |
| Goldenwest College | 15744 Goldenwest Street | Huntington Beach, CA 92647 | (714) 892-7711 |
| Goodwill Industries of Or. County | 410 North Fairview Street | Santa Ana, CA 92702 | (714) 547-6301 |
| Hope International University | 2500 East Nutwood Avenue | Fullerton, CA 92681 | (714) 879-3901 |
| Huntington Beach Adult School | 16666 Tunstall Lane | Huntington Beach, CA 92647 | (714) 847-2873 |
| Intercoast Coll./ Am.Career College | 1631 North Bristol Street, 2 nd Floor | Santa Ana, CA 92706 | (714) 560-6900 |
| Irvine Adult School | 311 West Yale Loop, #3 | Irvine, CA 92604 | (949) 936-7454 |
| Irvine Valley College | 5500 Irvine Center Drive | Irvine, CA 92618 | (949) 451-5431 |
| ITT Technical Institute | 525 North Muller Avenue | Anaheim, CA 92801 | (714) 535-3700 |
| Larson Training Centers | 2041 West Orangewood Avenue | Orange, CA 92868 | (714) 634-1800 |
| Learning Tree University | 2332 McGaw Avenue | Irvine, CA 92614 | (949) 442-0690 |

TRAINING PROVIDERS FOR YEAR 2000 SURVEYED OCCUPATIONS

| | | | |
|---|--|---------------------------|----------------|
| Linographics Incorporated | 770 North Main Street, Suite J | Orange, CA 92868 | (714) 639-0511 |
| National Bus. Review Foundation | 8001 Irvine Center Drive, Suite 750 | Irvine, CA 92618 | (949) 753-9521 |
| National University | 3390 Harbor Boulevard | Costa Mesa, CA 92626 | (714) 429-5100 |
| New Horizons Computer Learning | 1231 East Dyer Road, Suite 140 | Santa Ana, CA 92705 | (714) 431-9240 |
| Newbridge College | 1840 East 17 th Street, Suite 140 | Santa Ana, CA 92705 | (714) 550-8000 |
| Newport Mesa Adult School | 425 East 18 th Street | Costa Mesa, CA 92627 | (949) 515-6996 |
| Newport University | 20101 Southwest Birch Street, 120 | Newport Beach, CA 92660 | (949) 757-1155 |
| North Orange County ROP | 310 South Acacia | Fullerton, CA 92831 | (714) 502-5900 |
| North Orange County ROP | 1617 East Ball Road | Anaheim, CA 92805 | (714) 502-5950 |
| North Orange County ROP | 2360 West La Palma Avenue | Anaheim, CA 92801 | (714) 502-5800 |
| North Orange County ROP | 2208 Sequoia | Anaheim, CA 92801 | (714) 502-5980 |
| Orange Coast College | 2701 Fairview Road | Costa Mesa, CA 92628 | (714) 432-0202 |
| Placentia Yorba Linda Adult School | 2137 North Kramer Boulevard | Placentia, CA 92870 | (714) 996-6043 |
| Platt College | 3910 MacArthur Boulevard | Newport Beach, CA 92660 | (949) 833-2300 |
| Practical Schools | 900 East Ball Road | Anaheim, CA 92805 | (714) 535-6000 |
| Saddleback College | 2800 Marguerite Parkway | Mission Viejo, CA 92692 | (949) 582-4500 |
| Saddleback Valley Adult School | 25598 Diseno Drive | Mission Viejo, CA 92691 | (949) 837-8830 |
| Santa Ana College | 1530 West 17 th Street | Santa Ana, CA 92706 | (714) 564-6000 |
| Santiago Canyon College | 8045 East Chapman Avenue | Orange, CA 92869 | (714) 564-4000 |
| SER/Jobs for Progress, Inc | 1243 East Warner Avenue | Santa Ana, CA 92705 | (714) 556-8741 |
| SNAP-ON Technical Training | 4070 Palm Street, Suite 240 | Fullerton, CA 92835 | (714) 441-1620 |
| So. CA University For Pro. Studies | 1840 East 17 th Street, #240 | Santa Ana, CA 92701 | (714) 480-0800 |
| Southern California College | 55 Fair Drive | Costa Mesa, CA 92626 | (714) 556-3610 |
| Sutech | 1855 South Santa Cruz Street | Anaheim, CA 92805 | (714) 939-7860 |
| United Education Institute | 3801 Shelby Street | Ontario, CA 91502 | (909) 476-2424 |
| University of California Irvine Ext. | P.O. Box 6050 | Irvine, CA 92616 | (949) 834-5194 |
| University of California, Irvine | Office of Admissions | Irvine, CA 92697 | (949) 824-5011 |
| University of Phoenix | 10540 Talbert, Ste. 300 W. Tower | Fountain Valley, CA 92708 | (800) 888-1968 |
| Webster University | 2300 Michelson Drive, Suite 800 | Irvine, CA 92612 | (949) 250-7855 |
| West Orange College | 12865 Main Street, Suite 105 | Garden Grove, CA 92840 | (714) 530-5000 |
| Wilshire Continuing Education Ctr. | 315 East Wilshire Avenue | Fullerton, CA 92832 | (714) 526-8258 |
| Yorba Linda Education Center | 4175 Fairmont Boulevard | Yorba Linda, CA 92886 | (714) 779-8279 |

Every effort is made to ensure accuracy, however, changes do occur. It is suggested that all information be verified.

The listing of training providers in this directory does not constitute approval or certification by the Orange County Workforce Investment Board.



ADMINISTRATIVE ASSISTANTS

16 Firms Surveyed with 231 Employees in Occupation. Non-OES Code: 169167997

DESCRIPTION

Administrative Assistants aid executives by coordinating, analyzing, and improving office services, such as personnel, budget, and operating practices. They analyze personnel requirements, study methods of improving performance standards, and analyze jobs for wage-and-salary adjustments and promotions. They analyze budgetary requirements and expenditures, and study methods to implement cost reduction. They analyze operating practices and create new systems or revise established procedures to simplify and improve reporting procedures, workflow, record keeping systems, forms control, office layout, or suggestion systems. They interpret operating policies, prepare reports with recommendations for solutions of administrative problems, and answer correspondence. They may direct services, such as maintenance, repair, supplies, and mail.

Alternate Job Titles: Manager Assistant, Secretary, Executive Coordinator, and Controllers.

WAGES & BENEFITS

Non-Union, Full and Part-Time Wages

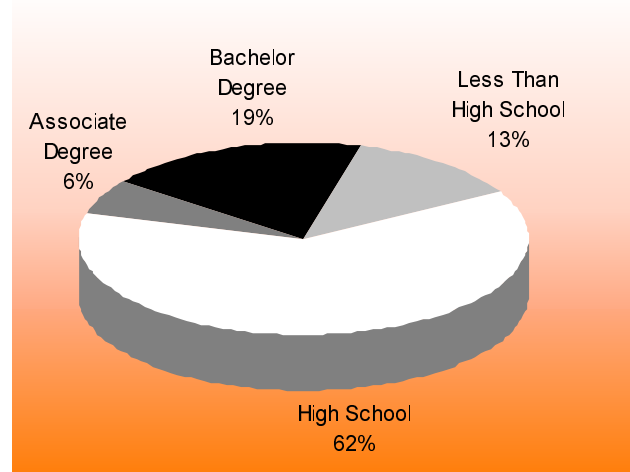
| | Range | Median |
|--------------------------|-------------------|---------|
| New Hires, Inexperienced | \$6.50 - \$17.67 | \$13.32 |
| New Hires, Experienced | \$6.50 - \$17.67 | \$13.15 |
| 3+ Years With Firm | \$13.17 - \$22.55 | \$17.17 |

| Full Time / Part Time | Employer Pays All | Share Cost | Employee Pays All | Not Provided |
|-----------------------|-------------------|------------|-------------------|--------------|
| Medical Insurance | 38% / 0 % | 50% / 0 % | None | 0 % / 19% |
| Dental Insurance | 38% / 0 % | 50% / 0 % | None | 0 % / 19% |
| Vision Plan | 25% / 0 % | 31% / 0 % | None | 31% / 19% |
| Life Insurance | 44% / 0 % | 13% / 0 % | None | 31% / 19% |
| Sick Leave | 69% / 0 % | 6% / 0 % | None | 13% / 19% |
| Vacation | 81% / 0 % | 6% / 0 % | None | 0 % / 19% |
| Retirement Plan | 38% / 0 % | 31% / 0 % | 13% / 0 % | 6% / 19% |
| Child Care | None | None | 6% / 0 % | 81% / 19% |
| Other | None | None | None | 6% / 0 % |

All data is based on the percentages of employers responding to this question.

EMPLOYER REQUIREMENTS

Education of Recent Hires



Training and Work Experience

Most employers accept training as a substitute for experience. **Many** employers require prior work experience.

SKILLS, LICENSES, & OTHER REQUIREMENTS

Computer Skills

Many employers seek applicants with skills in word processing, and **most** seek applicants with knowledge of spreadsheet applications. **Some** employers seek applicants with database skills, and **some** seek applicants with desktop publishing skills.

Career Advancement Skills

Education, industry certification, good attitude, attentiveness, hardworking, good organization and people skills, good typing skills, good computer skills, management skills, good written skills, good verbal communication skills, the ability to get along with managers and clients, and a desire to better oneself were mentioned by the employers as important for career advancement.

New Skills

Good customer service skills, good people skills, working well under pressure, technical and computer skills, good telephone skills, and learning the industry were new skills reported by the employers surveyed.

ADMINISTRATIVE ASSISTANTS

16 Firms Surveyed with 231 Employees in Occupation. Non-OES Code: 169167997

EMPLOYMENT TRENDS

Supply & Demand

| Employment Levels | Decline | Remain Stable | Grow |
|-----------------------|---------|---------------|------|
| Past Year | 0% | 63% | 38% |
| Projected Next 24 Mo. | 0% | 44% | 56% |

Employers report it is **moderately difficult** to find fully experienced and qualified applicants. It is also **moderately difficult** to find inexperienced applicants.

Size of Occupation

Occupation Size: Not Available
Growth Rate: Estimated to Remain Stable
Openings Due to Separations: Not Available

"Where The Jobs Are"

New Job Growth By Industries

| Industry Code | Description |
|---------------|-------------------------------|
| 6531 | Real estate agents & managers |
| 8711 | Engineering services |

Job Growth Projection

Average Job Growth Rate 14.8%

The reported percentages apply to employers responding to these questions.

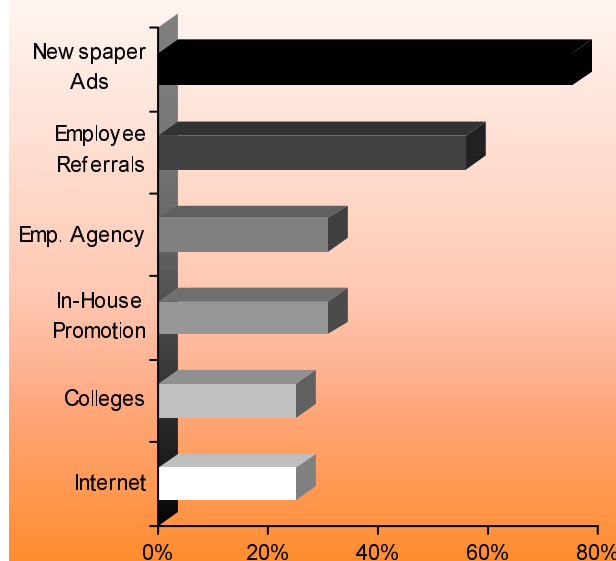
TRAINING PROVIDERS

- Coastline Community College
- North Orange County Regional Occupational Program
- Saddleback Valley Adult School
- Programs Offered:** Administrative Assistant / Secretarial Science, General

For additional Training Providers or details for the providers listed, contact the providers directly or visit the following web sites:

- State Training Inventory www.soicc.ca.gov
- Orangeworks www.orangeworks.org
- I-Train www.i-train.org

RECRUITING METHODS



Employment Levels During the Last Year

| | |
|--------------------------|----|
| Total Employees Hired: | 51 |
| New Permanent Positions: | 11 |
| Temporary Positions: | 2 |
| Promotions: | 22 |
| Separations: | 16 |

EDD Forecast Job Growth Rate 1995-2002

Average Job Growth Rate 14.8%

OTHER INFORMATION

Work Patterns

100% of the employers represented in this survey are non-union.

84% of the employees work full-time averaging 44 hours per week, 8% work part-time averaging 20 hours per week, and 9% are temporary or on-call employees.

92% of the employees are female, and 8% are male.

BIOTECHNOLOGY LABORATORY ASSISTANTS

15 Firms Surveyed with 176 Employees in Occupation. Non-OES code: 41061997

DESCRIPTION

Biotechnology Laboratory Assistants prepare solutions and perform laboratory procedures under the direction of a research assistant or scientist. They may be responsible for a wide variety of research laboratory tasks and experiments. They may also be responsible for implementing analyses of raw materials, in-process inspections and quality control audits as well as the manufacture and packaging of products and the implementation of production procedures.

Alternate Job Titles: Lab Technician, Process Engineering, Research & Development, Research Assistant, Sr. Lab Technician, Technologist 1 & 2, Q.C. Tech, and Lab Assistant.

WAGES & BENEFITS

Non-Union, Full and Part-Time Wages

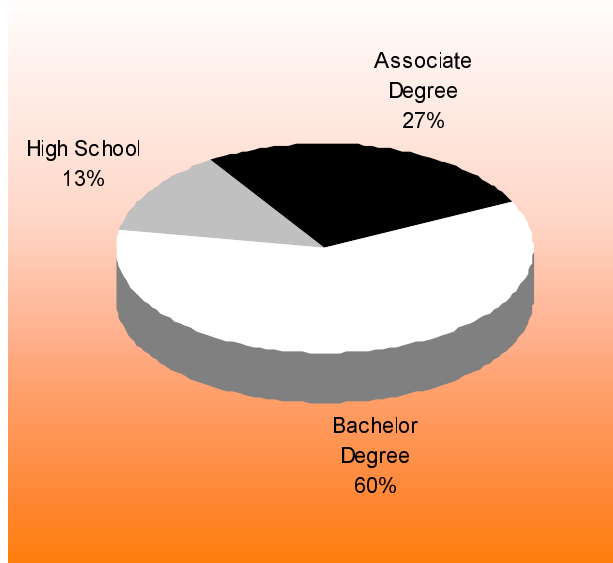
| | Range | Median |
|--------------------------|------------------|---------|
| New Hires, Inexperienced | \$7.00 - \$17.74 | \$10.00 |
| New Hires, Experienced | \$10.00-\$19.18 | \$14.38 |
| 3+ Years With Firm | \$12.95-\$23.97 | \$17.00 |

| Full Time / Part Time | Employer Pays All | Share Cost | Employee Pays All | Not Provided |
|-----------------------|-------------------|------------|-------------------|--------------|
| Medical Insurance | 27% / 0 % | 60% / 7% | None | 0 % / 27% |
| Dental Insurance | 27% / 0 % | 53% / 7% | None | 7% / 27% |
| Vision Plan | 13% / 0 % | 40% / 7% | 7% / 0 % | 27% / 27% |
| Life Insurance | 53% / 0 % | 13% / 0 % | 7% / 0 % | 13% / 33% |
| Sick Leave | 87% / 0 % | None | None | 0 % / 33% |
| Vacation | 80% / 0 % | None | None | 7% / 33% |
| Retirement Plan | 20% / 7% | 47% / 0 % | 7% / 0 % | 13% / 27% |
| Child Care | None | None | None | 87% / 33% |
| Other | None | None | None | None |

All data is based on the percentages of employers responding to this question.

EMPLOYER REQUIREMENTS

Education of Recent Hires



Training and Work Experience

Most employers accept training as a substitute for experience. **Many** employers require prior work experience.

SKILLS, LICENSES, & OTHER REQUIREMENTS

Computer Skills

Almost all employers surveyed reported that computer skills were required for employment.

Career Advancement Skills

Knowledge of lab procedures, further education and experience, effective communication and people skills, ability to get the job done, scientific skills, attention to detail, leadership skills, and honesty were mentioned by the employers as important for career advancement.

New Skills

Computer skills, positive attitude, knowledge of chemistry and microbiology, knowledge of medical devices, and interpersonal skills were new skills reported by the employers surveyed.

BIOTECHNOLOGY LABORATORY ASSISTANTS

15 Firms Surveyed with 176 Employees in Occupation. Non-OES code: 41061997

EMPLOYMENT TRENDS

Supply & Demand

| Employment Levels | Decline | Remain Stable | Grow |
|-----------------------|---------|---------------|------|
| Past Year | 7% | 33% | 60% |
| Projected Next 24 Mo. | 7% | 33% | 60% |

Employers report it is **moderately difficult** to find fully experienced and qualified applicants. It is also **moderately difficult** to find inexperienced applicants.

Size of Occupation

Occupation Size: Not Available

Growth Rate: Estimated to Grow

Openings Due to Separations: Not Available

"Where The Jobs Are"

New Job Growth By Industries

| Industry Code | Description |
|---------------|------------------------------|
| 8731 | Commercial physical research |
| 8733 | Noncommercial research |

Job Growth Projection

Average Job Growth Rate 14.8%

The reported percentages apply to employers responding to these questions.

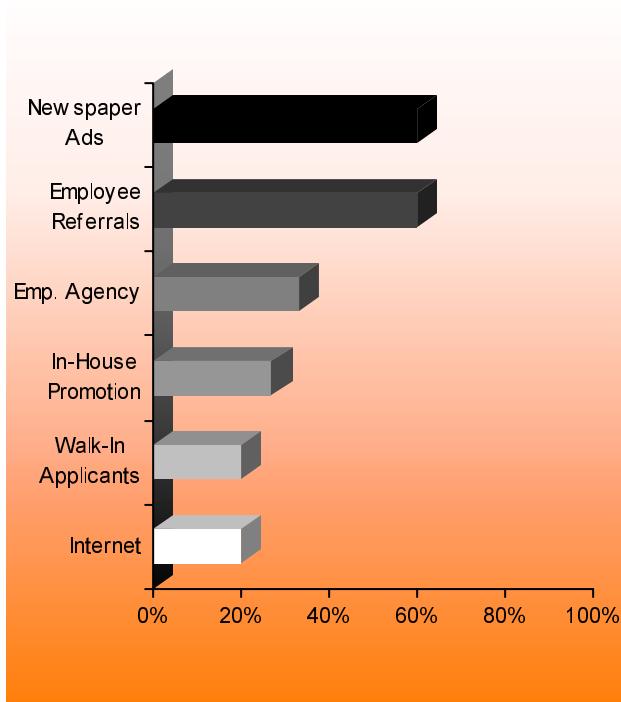
TRAINING PROVIDERS

- Center for Health Ed Advancement
- Golden West College
- Fullerton Community College
- Programs Offered:** Biological Technician

For additional Training Providers or details for the providers listed, contact the providers directly or visit the following web sites:

- State Training Inventory www.soicc.ca.gov
- Orangeworks www.orangeworks.org
- I-Train www.i-train.org

RECRUITING METHODS



Employment Levels During the Last Year

| | |
|--------------------------|----|
| Total Employees Hired: | 46 |
| New Permanent Positions: | 22 |
| Temporary Positions: | 2 |
| Promotions: | 14 |
| Separations: | 8 |

EDD Forecast Job Growth Rate 1995-2002

Average Job Growth Rate 14.8%

OTHER INFORMATION

Work Patterns

100% of the employers represented in this survey are non-union.

95% of the employees work full-time averaging 40 hours per week, 5% work part-time averaging 18 hours per week.

55% of the employees are female, and 45% are male.

DESCRIPTION

Carpenters perform the carpentry duties necessary to make or repair wooden structures, structural members, and fixtures and equipment using carpentry tools and wood working machines. Does not include Cabinetmakers and Bench Carpenters.

Alternate Job Titles: Field Technician, Finish Carpenter, Laborers, Project Manager, Foreman, Apprentice, Skilled Laborer, Journeyman, and Installer.

WAGES & BENEFITS

Non-Union, Full and Part-Time Wages

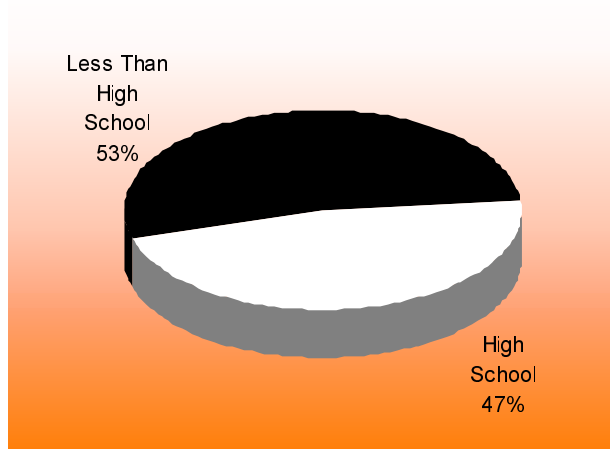
| | Range | Median |
|--------------------------|-------------------|---------|
| New Hires, Inexperienced | \$6.00 - \$9.00 | \$8.00 |
| New Hires, Experienced | \$11.00 - \$19.00 | \$15.00 |
| 3+ Years With Firm | \$15.00 - \$26.00 | \$20.00 |

| Full Time / Part Time | Employer Pays All | Share Cost | Employee Pays All | Not Provided |
|-----------------------|-------------------|------------|-------------------|--------------|
| Medical Insurance | 26% / 0 % | 47% / 0 % | None | 26% / 21% |
| Dental Insurance | 21% / 0 % | 37% / 0 % | None | 42% / 21% |
| Vision Plan | 16% / 0 % | 16% / 0 % | None | 68% / 21% |
| Life Insurance | None | 26% / 0 % | None | 74% / 21% |
| Sick Leave | 53% / 0 % | 5% / 0 % | None | 42% / 21% |
| Vacation | 53% / 0 % | 5% / 0 % | None | 42% / 21% |
| Retirement Plan | 11% / 0 % | 21% / 0 % | None | 68% / 21% |
| Child Care | None | 5% / 0 % | None | 95% / 21% |
| Other | None | 11% / 0 % | None | 32% / 11% |

All data is based on the percentages of employers responding to this question.

EMPLOYER REQUIREMENTS

Education of Recent Hires



Training and Work Experience

Many employers accept training as a substitute for experience. Acceptable training includes ROP classes, fieldwork, and trade school experience. **Almost all** employers require prior work experience.

SKILLS, LICENSES, & OTHER REQUIREMENTS

Computer Skills

Few employers seek applicants with skills in word processing and **some** employers seek skills in spreadsheet applications.

Career Advancement Skills

English communication skills, math skills, leadership, electrical, drywall and painting skills, ability to read blueprints, decision making skills, people management skills, drivers license, ability to understand and follow directions, advanced carpentry skills, knowledge of the trade, customer service, productivity with quality and good attitude were mentioned by the employers as important for career advancement.

New Skills

Math skills, in particular algebra, and good knowledge of tools were reported by the employers.

EMPLOYMENT TRENDS

Supply & Demand

| Employment Levels | Decline | Remain Stable | Grow |
|-----------------------|---------|---------------|------|
| Past Year | 5% | 47% | 47% |
| Projected Next 24 Mo. | 11% | 32% | 58% |

Employers report it is **very difficult** to find fully experienced and qualified applicants. It is also **moderately difficult** to find inexperienced applicants.

Size of Occupation

Occupation Size: Large (6,240-7,140)
Growth Rate: Average
Openings Due to Separations: 840

"Where The Jobs Are"

New Job Growth By Industries

| Industry Code | Description |
|---------------|----------------|
| 1751 | Carpentry work |
| 1771 | Concrete work |

Job Growth Projection

Average Job Growth Rate 14.8%

The reported percentages apply to employers responding to these questions.

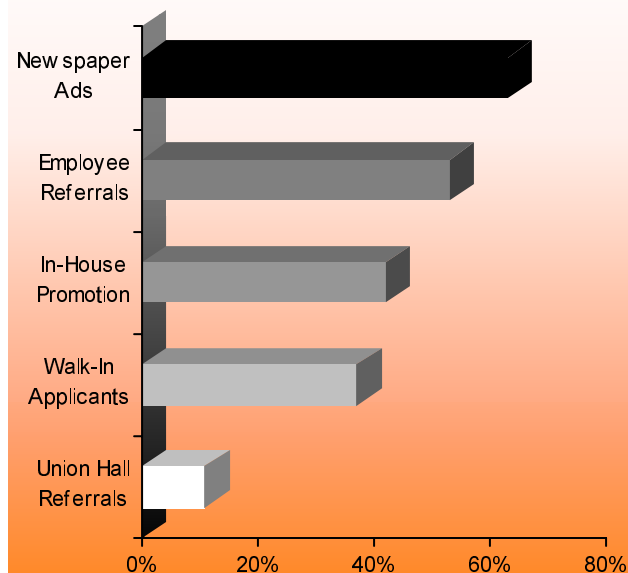
TRAINING PROVIDERS

- Central County Regional Occupational Program
- Fullerton Community College
- Timberline Construction Education Center
- Programs Offered:** Carpentry

For additional Training Providers or details for the providers listed, contact the providers directly or visit the following web sites:

- State Training Inventory www.soicc.ca.gov
- Orangeworks www.orangeworks.org
- I-Train www.i-train.org

RECRUITING METHODS



Employment Levels During the Last Year

| | |
|--------------------------|-----|
| Total Employees Hired: | 790 |
| New Permanent Positions: | 56 |
| Temporary Positions: | 638 |
| Promotions: | 37 |
| Separations: | 59 |

EDD Forecast Job Growth Rate 1995-2002

Average Job Growth Rate 14.8%

OTHER INFORMATION

Work Patterns

84% of the employers represented in this survey are non-union, and 16% are union.

54% of the employees work full-time averaging 42 hours per week, 8% work part-time averaging 20 hours per week. 3% are temporary, and 36% are seasonal employees.

100% of the employees are male.

COMPUTER ENGINEERS

17 Firms Surveyed with 1,098 Employees in Occupation. OES Code: 221270

DESCRIPTION

Computer Engineers analyze data processing requirements to plan electronic data processing (EDP) systems to provide system capabilities required for projected work loads. They plan layout and installation of new systems or modifications of existing systems. They may set up and control analog or hybrid computer systems to solve scientific and engineering problems.

Alternate Job Titles: Manager of Technical Engineering, Systems Analyst Programmer, Software Development Engineer, Software Engineer, Program Analyst, Programming Engineers, Programmers, and Computer Programmer.

WAGES & BENEFITS

Non-Union, Full and Part-Time Wages

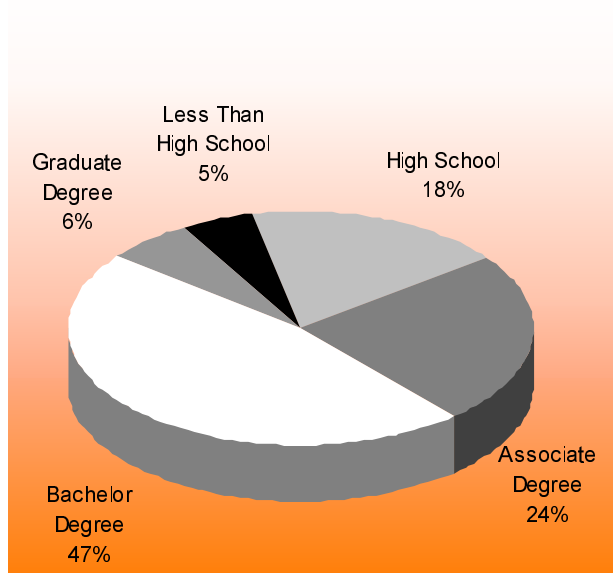
| | Range | Median |
|--------------------------|------------------|---------|
| New Hires, Inexperienced | \$7.50 - \$14.38 | \$11.59 |
| New Hires, Experienced | \$12.79-\$35.96 | \$20.14 |
| 3+ Years With Firm | \$19.18-\$47.95 | \$28.77 |

| Full Time / Part Time | Employer Pays All | Share Cost | Employee Pays All | Not Provided |
|-----------------------|-------------------|------------|-------------------|--------------|
| Medical Insurance | 53% / 0 % | 47% / 0 % | None | 0 % / 12% |
| Dental Insurance | 47% / 0 % | 47% / 0 % | None | 6% / 12% |
| Vision Plan | 41% / 0 % | 41% / 0 % | None | 18% / 12% |
| Life Insurance | 41% / 0 % | 24% / 0 % | None | 35% / 12% |
| Sick Leave | 88% / 0 % | 12% / 0 % | None | 0 % / 12% |
| Vacation | 82% / 0% | 18% / 0 % | None | 0 % / 12% |
| Retirement Plan | 24% / 0 % | 53% / 0 % | 6% / 0 % | 18% / 12% |
| Child Care | 12% / 0 % | None | None | 88% / 12% |
| Other | None | None | None | None |

All data is based on the percentages of employers responding to this question.

EMPLOYER REQUIREMENTS

Education of Recent Hires



Training and Work Experience

Few employers accept training as a substitute for experience. **Most** employers require prior work experience.

SKILLS, LICENSES, & OTHER REQUIREMENTS

Computer Skills

Most employers surveyed reported that computer skills were required for employment.

Career Advancement Skills

Technical knowledge, leadership and people skills, management and organizational skills, experience in business, communication skills, and reliability were mentioned by the employers as important for career advancement.

New Skills

E-commerce solutions and internet skills, time management and team interaction, good interpersonal and communication skills, and Y2K conversions were new skills reported by the employers surveyed.

COMPUTER ENGINEERS

17 Firms Surveyed with 1,098 Employees in Occupation. OES Code: 221270

EMPLOYMENT TRENDS

Supply & Demand

| Employment Levels | Decline | Remain Stable | Grow |
|-----------------------|---------|---------------|------|
| Past Year | 0% | 24% | 76% |
| Projected Next 24 Mo. | 0% | 41% | 59% |

Employers report it is **very difficult** to find fully experienced and qualified applicants. It is also **very difficult** to find inexperienced applicants.

Size of Occupation

Occupation Size: Medium (2,870-4,160)
Growth Rate: Much Faster Than Average
Openings Due to Separations: 210

"Where The Jobs Are"

New Job Growth By Industries

| Industry Code | Description |
|---------------|-------------------------------|
| 3571 | Electronic computers |
| 7371 | Computer programming services |

Job Growth Projection

Average Job Growth Rate 14.8%

The reported percentages apply to employers responding to these questions.

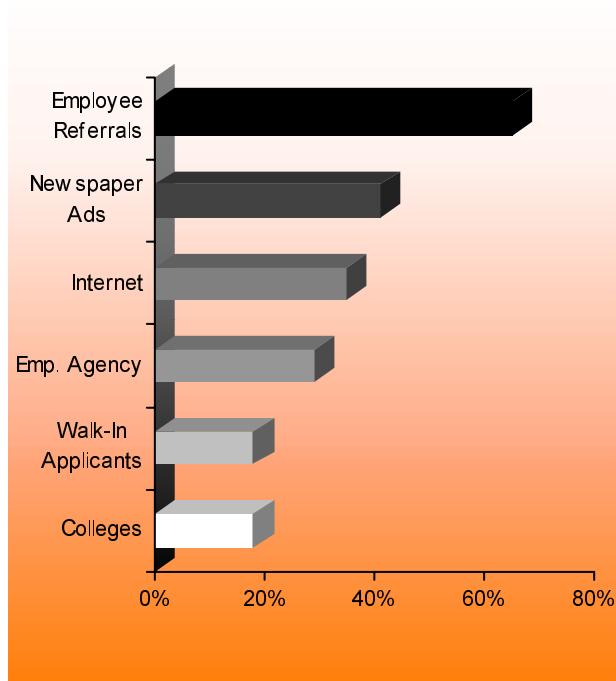
TRAINING PROVIDERS

- University of California Extension, Irvine
- Hi Tek Solutions
- Infotec Commercial Systems (Clauzet Center)
- Programs Offered:** Computer Engineering, Business Systems Networking and Telecommunications, Computer and Information Sciences

For additional Training Providers or details for the providers listed, contact the providers directly or visit the following web sites:

- State Training Inventory www.soicc.ca.gov
- Orangeworks www.orangeworks.org
- I-Train www.i-train.org

RECRUITING METHODS



Employment Levels During the Last Year

| | |
|--------------------------|-----|
| Total Employees Hired: | 378 |
| New Permanent Positions: | 161 |
| Temporary Positions: | 5 |
| Promotions: | 45 |
| Separations: | 167 |

EDD Forecast Job Growth Rate 1995-2002

Average Job Growth Rate 14.8%

OTHER INFORMATION

Work Patterns

100% of the employers represented in this survey are non-union.

98% of the employees work full-time averaging 43 hours per week, 1% work part-time averaging 20 hours per week. 1% are seasonal employees.

23% of the employees are female, and 77% are male.

COMPUTER PROGRAMMERS, INCLUDING AIDES

16 Firms Surveyed with 508 Employees in Occupation. OES Code: 251051

DESCRIPTION

Computer Programmers, including Aides convert symbolic statements of administrative data, business, scientific, engineering, and other technical problem formulations into detailed logical flow charts for coding into computer language. They develop and write computer programs to store, locate, and retrieve specific documents, data, and information.

Alternate Job Titles: Programmer Analyst, Software Engineers, Computer Engineer, Programmer, Technician, Program Developer, Technical Assistant, and Test Engineers.

WAGES & BENEFITS

Non-Union, Full and Part-Time Wages

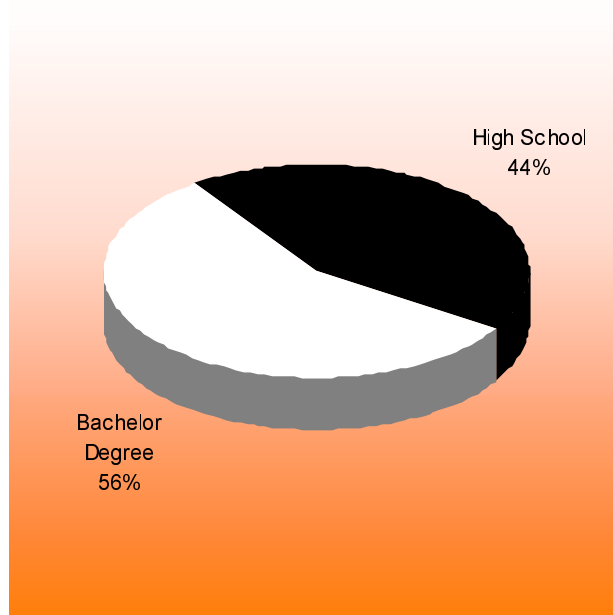
| | Range | Median |
|--------------------------|-------------------|---------|
| New Hires, Inexperienced | \$6.55 - \$21.58 | \$11.51 |
| New Hires, Experienced | \$9.59 - \$31.16 | \$19.18 |
| 3+ Years With Firm | \$16.30 - \$47.95 | \$25.97 |

| Full Time / Part Time | Employer Pays All | Share Cost | Employee Pays All | Not Provided |
|-----------------------|-------------------|------------|-------------------|--------------|
| Medical Insurance | 50% / 13% | 31% / 0% | 6% / 6% | 0% / 13% |
| Dental Insurance | 38% / 0% | 25% / 0% | 6% / 0% | 19% / 31% |
| Vision Plan | 31% / 6% | 31% / 0% | 6% / 6% | 19% / 19% |
| Life Insurance | 38% / 0% | 25% / 6% | None | 25% / 25% |
| Sick Leave | 69% / 6% | 19% / 0% | None | 0% / 25% |
| Vacation | 75% / 6% | 13% / 0% | None | 0% / 25% |
| Retirement Plan | 25% / 0% | 44% / 6% | None | 19% / 25% |
| Child Care | None | None | None | 88% / 31% |
| Other | None | None | None | None |

All data is based on the percentages of employers responding to this question.

EMPLOYER REQUIREMENTS

Education of Recent Hires



Training and Work Experience

Some employers accept training as a substitute for experience. **Many** employers require prior work experience.

SKILLS, LICENSES, & OTHER REQUIREMENTS

Computer Skills

Most employers surveyed reported that computer skills were required for employment.

Career Advancement Skills

Technical skills, experience, good communication skills and teamwork, being self-directed and self-motivated, good verbal and writing skills, high output, knowledge of products, and software design and development were mentioned by the employers as important for career advancement.

New Skills

Knowledge of Lotus Notes, and keeping current on new software developments were new skills reported by the employers surveyed.

COMPUTER PROGRAMMERS, INCLUDING AIDES

16 Firms Surveyed with 508 Employees in Occupation. OES Code: 251051

EMPLOYMENT TRENDS

Supply & Demand

| Employment Levels | Decline | Remain Stable | Grow |
|-----------------------|---------|---------------|------|
| Past Year | 0% | 50% | 50% |
| Projected Next 24 Mo. | 6% | 31% | 63% |

Employers report it is **very difficult** to find fully experienced and qualified applicants. It is also **very difficult** to find inexperienced applicants.

Size of Occupation

Occupation Size: Large (4,930-5,700)
Growth Rate: Faster Than Average
Openings Due to Separations: 1,030

"Where The Jobs Are"

New Job Growth By Industries

| Industry Code | Description |
|---------------|-------------------------------|
| 5734 | Computers & Software stores |
| 7371 | Computer programming services |

Job Growth Projection

Average Job Growth Rate 14.8%

The reported percentages apply to employers responding to these questions.

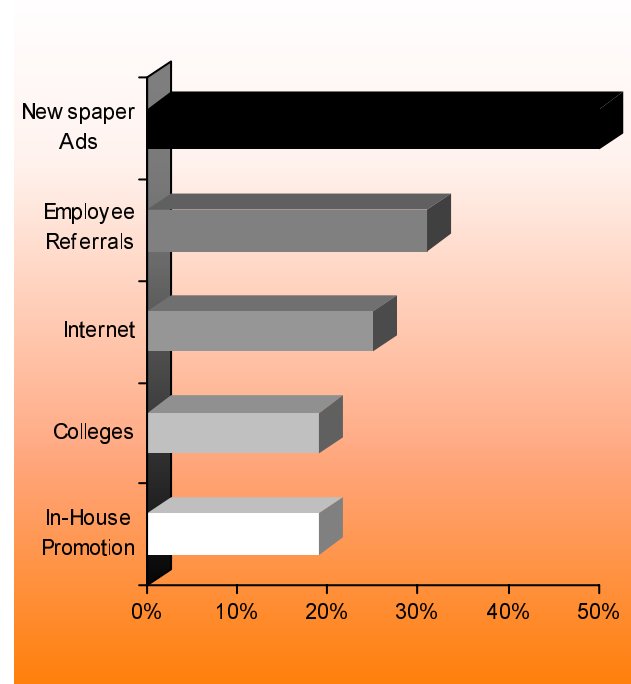
TRAINING PROVIDERS

- Soft-Train Inc.
- New Horizons Computer Learning Center Inc.
- California State University, Fullerton, Extended Education
- **Programs Offered:** Computer Programming, Computer and Information Sciences

For additional Training Providers or details for the providers listed, contact the providers directly or visit the following web sites:

- State Training Inventory www.soicc.ca.gov
- Orangeworks www.orangeworks.org
- I-Train www.i-train.org

RECRUITING METHODS



Employment Levels During the Last Year

| | |
|--------------------------|-----|
| Total Employees Hired: | 189 |
| New Permanent Positions: | 32 |
| Temporary Positions: | 6 |
| Promotions: | 85 |
| Separations: | 66 |

EDD Forecast Job Growth Rate 1995-2002

Average Job Growth Rate 14.8%

OTHER INFORMATION

Work Patterns

100% of the employers represented in this survey are non-union.

98% of the employees work full-time averaging 53 hours per week, 2% work part-time averaging 30 hours per week.

24% of the employees are female, and 76% are male.

COUNTER AND RENTAL CLERKS

17 Firms Surveyed with 236 Employees in Occupation. OES Code: 490170

DESCRIPTION

Counter and Rental Clerks receive articles and/or orders for services, such as rentals, repairs, dry-cleaning, and storage. They may compute cost and accept payment.

Alternate Job Titles: Service Advisors, Route Sales, Rental Agents, Customer Service Representative, Receptionist, Counter Clerks, Laundry Person, Cashier, Counter Person, and Front Counter Attendant.

WAGES & BENEFITS

Non-Union, Full and Part-Time Wages

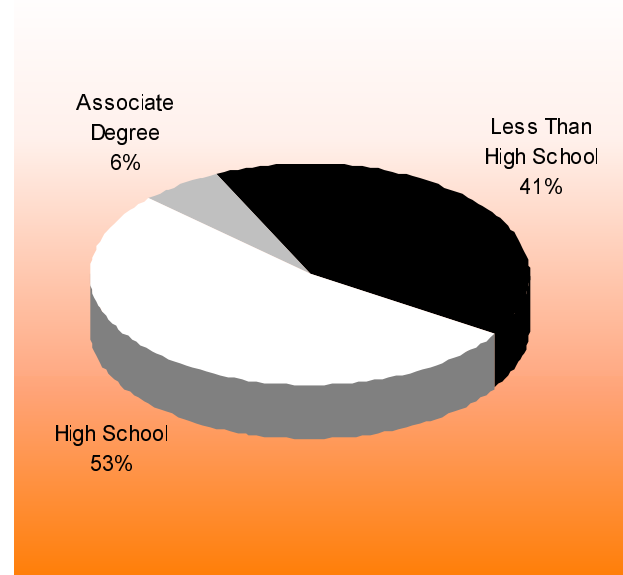
| | Range | Median |
|--------------------------|------------------|--------|
| New Hires, Inexperienced | \$5.75 - \$9.72 | \$6.75 |
| New Hires, Experienced | \$5.75 - \$14.38 | \$8.00 |
| 3+ Years With Firm | \$6.50 - \$15.62 | \$9.00 |

| Full Time / Part Time | Employer Pays All | Share Cost | Employee Pays All | Not Provided |
|-----------------------|-------------------|------------|-------------------|--------------|
| Medical Insurance | 24% / 0 % | 35% / 0 % | 0 % / 6% | 12% / 53% |
| Dental Insurance | 12% / 0 % | 29% / 0 % | None | 29% / 59% |
| Vision Plan | 6% / 0 % | 18% / 0 % | None | 47% / 59% |
| Life Insurance | 6% / 0 % | 24% / 0 % | 12% / 6% | 29% / 53% |
| Sick Leave | 29% / 6% | 12% / 6% | 6% / 0 % | 24% / 47% |
| Vacation | 41% / 6% | 18% / 6% | None | 12% / 47% |
| Retirement Plan | 12% / 0 % | 24% / 12% | 6% / 0 % | 29% / 47% |
| Child Care | None | 6% / 6% | None | 65% / 53% |
| Other | None | None | None | 6% / 12% |

All data is based on the percentages of employers responding to this question.

EMPLOYER REQUIREMENTS

Education of Recent Hires



Training and Work Experience

Most employers accept training as a substitute for experience. **Few** employers require prior work experience.

SKILLS, LICENSES, & OTHER REQUIREMENTS

Computer Skills

Few employers surveyed reported that computer skills were required for employment.

Career Advancement Skills

Good communication and people skills, knowledge of the company, good customer service skills, attention to detail, multitasking skills, honesty, punctuality, positive attitude and a willingness to learn were mentioned by the employers as important for career advancement.

New Skills

Good listening and people skills, reading ability, simple math skills, and computer literacy were new skills reported by the employers surveyed.

COUNTER AND RENTAL CLERKS

17 Firms Surveyed with 236 Employees in Occupation. OES Code: 490170

EMPLOYMENT TRENDS

Supply & Demand

| Employment Levels | Decline | Remain Stable | Grow |
|-----------------------|---------|---------------|------|
| Past Year | 0% | 53% | 47% |
| Projected Next 24 Mo. | 6% | 41% | 59% |

Employers report it is **very difficult** to find fully experienced and qualified applicants. It is also **moderately difficult** to find inexperienced applicants.

Size of Occupation

Occupation Size: Medium (2,910-3,610)
Growth Rate: Much Faster Than Average
Openings Due to Separations: 720

"Where The Jobs Are"

New Job Growth By Industries

| Industry Code | Description |
|---------------|------------------------------------|
| 7212 | Garment pressing & cleaner's agent |
| 7514 | Passenger car rental |
| 7841 | Video tape rental |

Job Growth Projection

Average Job Growth Rate 14.8%

The reported percentages apply to employers responding to these questions.

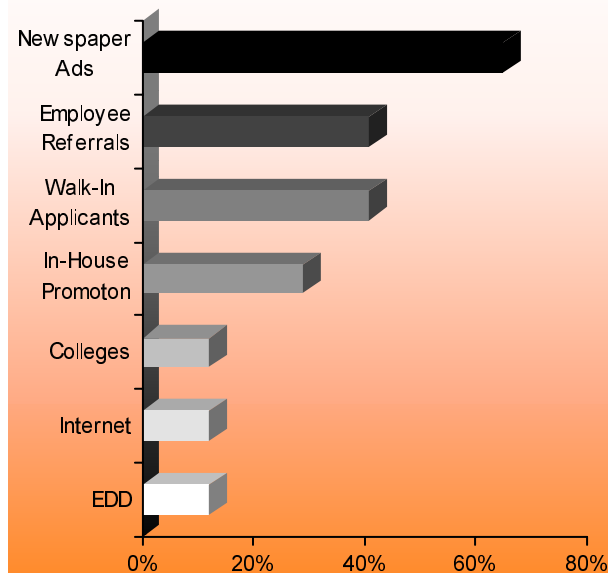
TRAINING PROVIDERS

- Central County Regional Occupational Program
- North Orange County Regional Occupational Program
- Programs Offered:** None Specified

For additional Training Providers or details for the providers listed, contact the providers directly or visit the following web sites:

- State Training Inventory www.soicc.ca.gov
- Orangeworks www.orangeworks.org
- I-Train www.i-train.org

RECRUITING METHODS



Employment Levels During the Last Year

| | |
|--------------------------|-----|
| Total Employees Hired: | 133 |
| New Permanent Positions: | 27 |
| Temporary Positions: | 7 |
| Promotions: | 35 |
| Separations: | 64 |

EDD Forecast Job Growth Rate 1995-2002

Average Job Growth Rate 14.8%

OTHER INFORMATION

Work Patterns

94% of the employers represented in this survey are non-union, and 6% are union.

83% of the employees work full-time averaging 40 hours per week, 17% work part-time averaging 24 hours per week.

32% of the employees are female, and 68% are male.

ELEMENTARY SCHOOL TEACHERS

16 Firms Surveyed with 3,234 Employees in Occupation. OES Code: 313050

DESCRIPTION

Elementary School Teachers teach elementary (kindergarten through eighth grade) pupils in public or private schools basic academic, social, and other formative skills. Does not include special education teachers who teach only handicapped pupils.

Alternate Job Titles: Teacher, Classroom Teacher, Montessori Director, and Instructors.

WAGES & BENEFITS

Non-Union, Full and Part-Time Wages

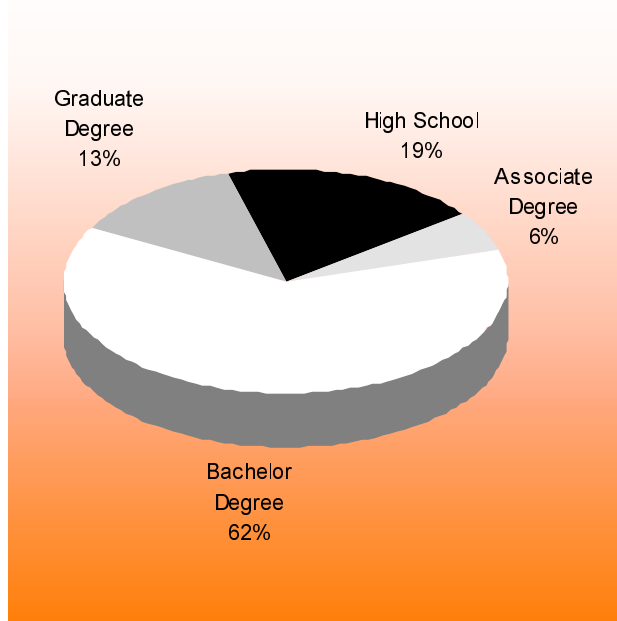
| | Range | Median |
|--------------------------|-------------------|---------|
| New Hires, Inexperienced | \$13.37 - \$18.54 | \$15.21 |
| New Hires, Experienced | \$8.00 - \$24.66 | \$14.90 |
| 3+ Years With Firm | \$10.07 - \$29.70 | \$18.11 |

| Full Time / Part Time | Employer Pays All | Share Cost | Employee Pays All | Not Provided |
|-----------------------|-------------------|------------|-------------------|--------------|
| Medical Insurance | 63% / 13% | 25% / 13% | None | 6% / 44% |
| Dental Insurance | 63% / 13% | 19% / 13% | None | 13% / 44% |
| Vision Plan | 56% / 13% | 19% / 13% | None | 19% / 44% |
| Life Insurance | 56% / 6% | 13% / 13% | None | 25% / 50% |
| Sick Leave | 81% / 25% | 6% / 6% | None | 6% / 38% |
| Vacation | 25% / 6% | None | None | 69% / 63% |
| Retirement Plan | 38% / 6% | 31% / 31% | None | 25% / 31% |
| Child Care | 6% / 0% | 6% / 0% | None | 81% / 69% |
| Other | 6% / 0% | None | None | 6% / 6% |

All data is based on the percentages of employers responding to this question.

EMPLOYER REQUIREMENTS

Education of Recent Hires



Training and Work Experience

Some employers accept training as a substitute for experience. **Many** employers require prior work experience.

SKILLS, LICENSES, & OTHER REQUIREMENTS

Computer Skills

All employers surveyed reported that computer word processing skills were required for employment.

Career Advancement Skills

Continued education, administrative credential, leadership training, and good teaching skills were mentioned by the employers as important for career advancement.

New Skills

Computer literacy, record keeping, and being up to date with new programs were new skills reported by the employers surveyed.

ELEMENTARY SCHOOL TEACHERS

16 Firms Surveyed with 3,234 Employees in Occupation. OES Code: 313050

EMPLOYMENT TRENDS

Supply & Demand

| Employment Levels | Decline | Remain Stable | Grow |
|-----------------------|---------|---------------|------|
| Past Year | 0 % | 44% | 56% |
| Projected Next 24 Mo. | 0 % | 56% | 44% |

Employers report it is **moderately difficult** to find fully experienced and qualified applicants. It is also **moderately difficult** to find inexperienced applicants.

Size of Occupation

Occupation Size: Very Large (10,420-11,920)

Growth Rate: Faster Than Average

Openings Due to Separations: 1,480

"Where The Jobs Are"

New Job Growth By Industries

| Industry Code | Description |
|---------------|--------------------------------|
| 8211 | Elementary & Secondary schools |

Job Growth Projection

Average Job Growth Rate 14.8%

The reported percentages apply to employers responding to these questions.

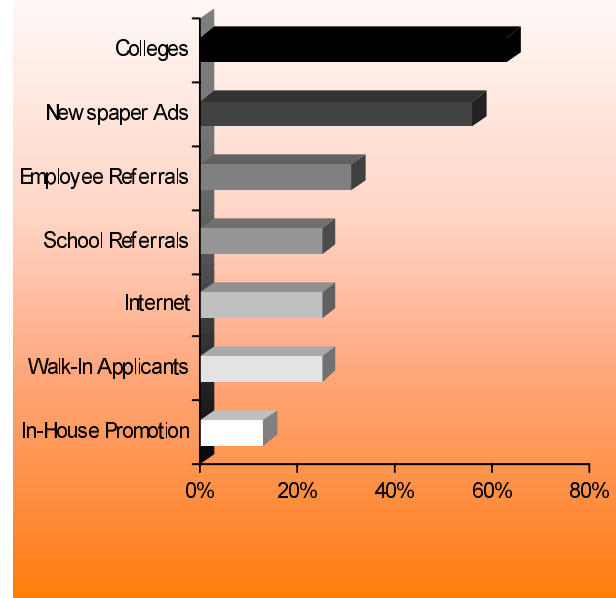
TRAINING PROVIDERS

- National University
- California State University, Fullerton
- University of California, Irvine
- **Programs Offered:** Elementary Teachers Education

For additional Training Providers or details for the providers listed, contact the providers directly or visit the following web sites:

- State Training Inventory www.soicc.ca.gov
- Orangeworks www.orangeworks.org
- I-Train www.i-train.org

RECRUITING METHODS



Employment Levels During the Last Year

| | |
|--------------------------|-----|
| Total Employees Hired: | 452 |
| New Permanent Positions: | 162 |
| Temporary Positions: | 122 |
| Promotions: | 26 |
| Separations: | 142 |

EDD Forecast Job Growth Rate 1995-2002

Average Job Growth Rate 14.8%

OTHER INFORMATION

Work Patterns

63% of the employers represented in this survey are non-union, and 38% are union.

90% of the employees work full-time averaging 38 hours per week, 10% work part-time averaging 19 hours per week.

81% of the employees are female, and 19% are male.



ENGINEERING, MATHEMATICAL, NATURAL SCIENCE MANAGERS

17 Firms Surveyed with 1,029 Employees in Occupation. OES Code: 130170

DESCRIPTION

Engineering, Mathematical, and Natural Sciences Managers plan, organize, direct or coordinate activities in such fields as architecture, electronic data processing, engineering, life sciences, physical sciences, statistics and systems analysis. These persons spend the greatest portion of their time in managerial work for which a background consistent with that described for engineers, mathematicians or natural scientist is required.

Alternate Job Titles: Software Engineer Manager 1 & 2, Project Manager, Management Director, Engineers, Teamleads, Senior Engineer, Product / Quality Engineering, Director of Engineering, Electrical Engineer Manager, and Mechanical Engineer Manager.

WAGES & BENEFITS

Non-Union, Full and Part-Time Wages

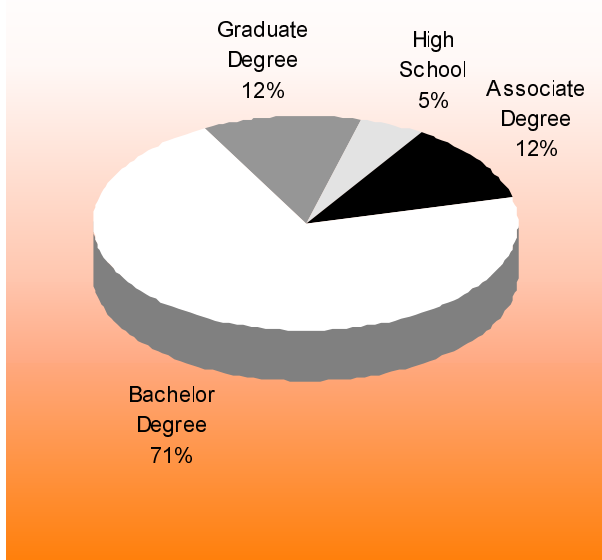
| | Range | Median |
|--------------------------|-------------------|---------|
| New Hires, Inexperienced | \$11.99 - \$14.38 | \$13.19 |
| New Hires, Experienced | \$11.99 - \$38.36 | \$21.58 |
| 3+ Years With Firm | \$16.78 - \$47.95 | \$33.56 |

| Full Time / Part Time | Employer Pays All | Share Cost | Employee Pays All | Not Provided |
|-----------------------|-------------------|------------|-------------------|--------------|
| Medical Insurance | 47% / 0 % | 53% / 6% | 0 % / 6% | 0 % / 6% |
| Dental Insurance | 41% / 0 % | 53% / 6% | 0 % / 6% | 6% / 6% |
| Vision Plan | 18% / 0 % | 41% / 6% | 12% / 6% | 29% / 6% |
| Life Insurance | 35% / 6% | 18% / 0 % | 6% / 6% | 41% / 6% |
| Sick Leave | 100% / 6% | None | None | 0 % / 12% |
| Vacation | 100% / 6% | None | None | 0 % / 12% |
| Retirement Plan | 41% / 0 % | 29% / 0 % | None | 29% / 18% |
| Child Care | 12% / 0 % | None | 6% / 0 % | 82% / 18% |
| Other | 6% / 0 % | None | None | 12% / 0 % |

All data is based on the percentages of employers responding to this question.

EMPLOYER REQUIREMENTS

Education of Recent Hires



Training and Work Experience

Few employers accept training as a substitute for experience. **Almost all** employers require prior work experience.

SKILLS, LICENSES, & OTHER REQUIREMENTS

Computer Skills

Many employers surveyed reported that computer skills were required for employment.

Career Advancement Skills

Technical skills, management and leadership skills, good communication and problem solving skills, have a track record of proven success, hands on experience, industry knowledge, continuing education, and continuing to excel in the field were mentioned by the employers as important for career advancement.

New Skills

Analog design experience, RS design experience, and knowledge of different operating environments were new skills reported by the employers surveyed.

ENGINEERING, MATHEMATICAL, NATURAL SCIENCE MANAGERS

17 Firms Surveyed with 1,029 Employees in Occupation. OES Code: 130170

EMPLOYMENT TRENDS

Supply & Demand

| Employment Levels | Decline | Remain Stable | Grow |
|-----------------------|---------|---------------|------|
| Past Year | 6% | 47% | 47% |
| Projected Next 24 Mo. | 0 % | 41% | 59% |

Employers report it is **very difficult** to find fully experienced and qualified applicants. It is also **not difficult** to find inexperienced applicants.

Size of Occupation

Occupation Size: Large (5,140-6,210)

Growth Rate: Much Faster Than Average

Openings Due to Separations: 800

"Where The Jobs Are"

New Job Growth By Industries

| Industry Code | Description |
|---------------|----------------------|
| 8711 | Engineering Services |

Job Growth Projection

Average Job Growth Rate 14.8%

The reported percentages apply to employers responding to these questions.

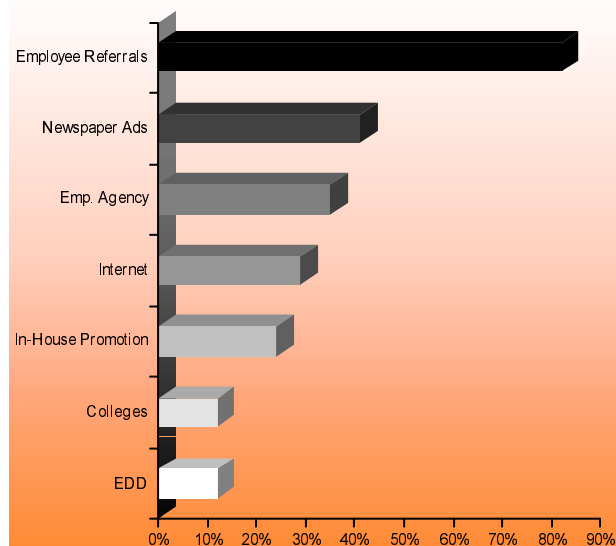
TRAINING PROVIDERS

- College of Automotive Management
- California State University, Fullerton
- Soft--Train, Incorporated
- Programs Offered:** Engineering /Industrial Management

For additional Training Providers or details for the providers listed, contact the providers directly or visit the following web sites:

- State Training Inventory www.soicc.ca.gov
- Orangeworks www.orangeworks.org
- I-Train www.i-train.org

RECRUITING METHODS



Employment Levels During the Last Year

| | |
|--------------------------|-----|
| Total Employees Hired: | 231 |
| New Permanent Positions: | 68 |
| Temporary Positions: | 3 |
| Promotions: | 86 |
| Separations: | 74 |

EDD Forecast Job Growth Rate 1995-2002

Average Job Growth Rate 14.8%

OTHER INFORMATION

Work Patterns

100% of the employers represented in this survey are non-union.

98% of the employees work full-time averaging 46 hours per week, 2% work part-time averaging 25 hours per week.

28% of the employees are female, and 72% are male.



FIBER OPTICS TECHNICIANS

15 Firms Surveyed with 268 Employees in Occupation. Non-OES Code: 023061999

DESCRIPTION

Fiber Optics Technicians are responsible for the installation of fiber optic cables, making connections and splicing fiber cables. They may maintain fiber optic systems to the nodes, which includes interconnecting and splicing at the nodes and at the head end. They may make connections to the nodes and repair the system.

Alternate Job Titles: Technician, Senior Technician, Communications Technician, Fiber Optic Tech, Senior Tech, Fiber Optics Splicer, Fiber Optic's Tester, Senior Electrician, and Telephone Technician.

WAGES & BENEFITS

Non-Union, Full and Part-Time Wages

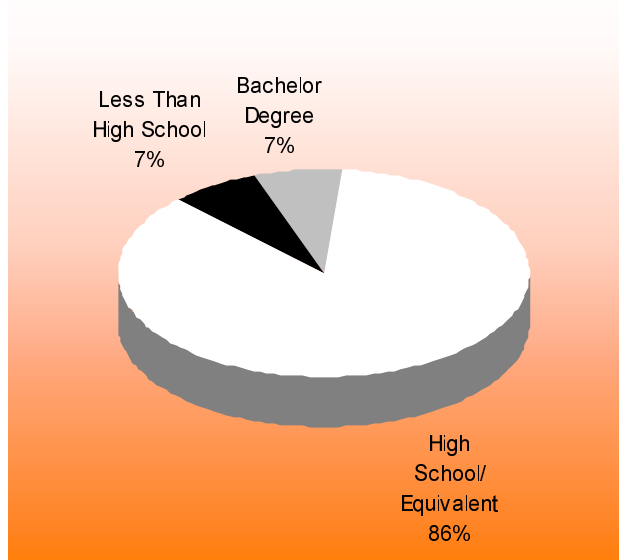
| | Range | Median |
|--------------------------|------------------|---------|
| New Hires, Inexperienced | \$6.00 - \$14.00 | \$11.00 |
| New Hires, Experienced | \$8.00 - \$19.18 | \$13.42 |
| 3+ Years With Firm | \$9.00 - \$28.77 | \$18.00 |

| Full Time / Part Time | Employer Pays All | Share Cost | Employee Pays All | Not Provided |
|-----------------------|-------------------|------------|-------------------|--------------|
| Medical Insurance | 13% / 0 % | 73% / 0 % | None | 13% / 20% |
| Dental Insurance | 7% / 0 % | 47% / 0 % | None | 47% / 20% |
| Vision Plan | None | 40% / 0 % | None | 60% / 20% |
| Life Insurance | 13% / 0 % | 13% / 0 % | None | 73% / 20% |
| Sick Leave | 53% / 0 % | 7% / 0 % | None | 40% / 20% |
| Vacation | 67% / 7% | 7% / 0 % | None | 27% / 13% |
| Retirement Plan | 13% / 0 % | 27% / 0 % | None | 60% / 20% |
| Child Care | None | None | None | 100% / 20% |
| Other | 7% / 0 % | None | None | None |

All data is based on the percentages of employers responding to this question.

EMPLOYER REQUIREMENTS

Education of Recent Hires



Training and Work Experience

Most employers accept training as a substitute for experience. Acceptable training includes phone systems, data communication, computer network and cabling. **Many** employers require prior work experience.

SKILLS, LICENSES, & OTHER REQUIREMENTS

Computer Skills

Most employers surveyed reported that word processing skills were required for employment, and **some** reported that database skills were important.

Career Advancement Skills

Fiber optic skills, mathematical skills, good communication and customer service skills, reliability, commitment, ability to learn, good work ethic, and character/honesty were mentioned by the employers as important for career advancement.

New Skills

Designing skills, fiber optics, networking knowledge, and the ability to splice and pull wire were new skills reported by the employers surveyed.

FIBER OPTICS TECHNICIANS

15 Firms Surveyed with 268 Employees in Occupation. Non-OES Code: 023061999

EMPLOYMENT TRENDS

Supply & Demand

| Employment Levels | Decline | Remain Stable | Grow |
|-----------------------|---------|---------------|------|
| Past Year | 0 % | 47% | 53% |
| Projected Next 24 Mo. | 0 % | 27% | 73% |

Employers report it is **very difficult** to find fully experienced and qualified applicants. It is also **moderately difficult** to find inexperienced applicants.

Size of Occupation

Occupation Size: Not Available

Growth Rate: Not Available

Openings Due to Separations: Not Available

"Where The Jobs Are"

New Job Growth By Industries

| Industry Code | Description |
|---------------|-------------------------------------|
| 1731 | Electrical work |
| 4813 | Telephone communications, exc-radio |

Job Growth Projection

Average Job Growth Rate 14.8%

The reported percentages apply to employers responding to these questions.

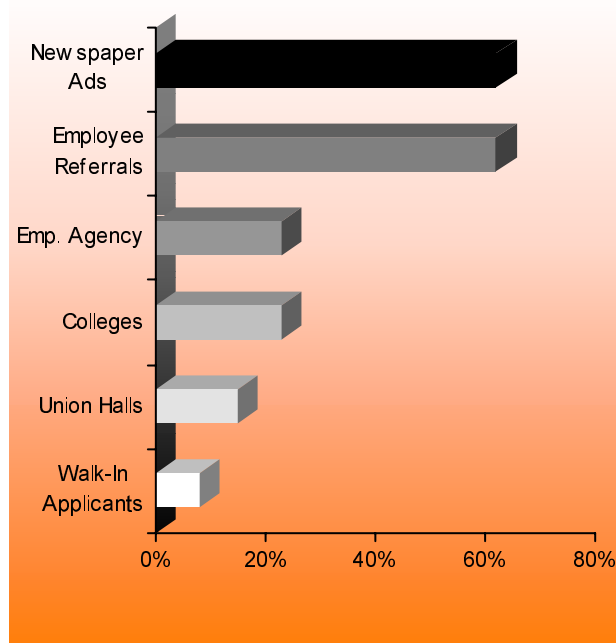
TRAINING PROVIDERS

- Coastline Regional Occupational Program
- Irvine Valley College
- Saddleback College
- Programs Offered:** None Specified

For additional Training Providers or details for the providers listed, contact the providers directly or visit the following web sites:

- State Training Inventory www.soicc.ca.gov
- Orangeworks www.orangeworks.org
- I-Train www.i-train.org

RECRUITING METHODS



Employment Levels During the Last Year

| | |
|--------------------------|-----|
| Total Employees Hired: | 126 |
| New Permanent Positions: | 39 |
| Temporary Positions: | 2 |
| Promotions: | 33 |
| Separations: | 52 |

EDD Forecast Job Growth Rate 1995-2002

Average Job Growth Rate 14.8%

OTHER INFORMATION

Work Patterns

87% of the employers represented in this survey are non-union, and 13% are union.

97% of the employees work full-time averaging 46 hours per week, 3% work part-time averaging 23 hours per week.

13% of the employees are female, and 87% are male.

FINANCIAL MANAGERS

16 Firms Surveyed with 112 Employees in Occupation. OES Code: 130020

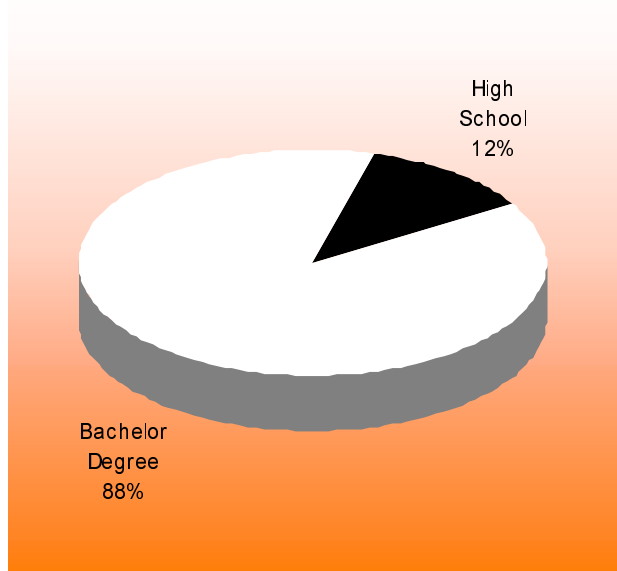
DESCRIPTION

Financial Managers plan, organize, direct control, or coordinate the financial activities of an organization. Includes managers in banks or similar financial institutions who advise on credit and investment policy or negotiate general policy with financial or other institutions.

Alternate Job Titles: Accounting Manager, Controller, Assistant Controller, Chief Financial Officer, Loan Officer, Financial Planning Manager, Financial Planner and Director of Financial Reporting.

EMPLOYER REQUIREMENTS

Education of Recent Hires



WAGES & BENEFITS

Non-Union, Full and Part-Time Wages

| | Range | Median |
|--------------------------|-------------------|---------|
| New Hires, Inexperienced | \$5.75 - \$6.97 | \$6.36 |
| New Hires, Experienced | \$10.00 - \$38.36 | \$18.31 |
| 3+ Years With Firm | \$13.42 - \$43.15 | \$24.86 |

Training and Work Experience

Some employers accept training as a substitute for experience. **Almost all** employers require prior work experience.

| Full Time / Part Time | Employer Pays All | Share Cost | Employee Pays All | Not Provided |
|-----------------------|-------------------|------------|-------------------|--------------|
| Medical Insurance | 25% / 0 % | 63% / 0 % | None | 13% / 0 % |
| Dental Insurance | 25% / 0 % | 63% / 0 % | None | 13% / 0 % |
| Vision Plan | 19% / 0 % | 38% / 0 % | None | 44% / 0 % |
| Life Insurance | 50% / 0 % | 38% / 0 % | None | 13% / 0 % |
| Sick Leave | 81% / 0 % | 6% / 0 % | None | 13% / 0 % |
| Vacation | 88% / 0 % | 6% / 0 % | None | 6% / 0 % |
| Retirement Plan | 44% / 0 % | 38% / 0 % | 6% / 0 % | 13% / 0 % |
| Child Care | 19% / 0 % | None | 6% / 0 % | 75% / 0 % |
| Other | None | None | None | None |

All data is based on the percentages of employers responding to this question.

SKILLS, LICENSES, & OTHER REQUIREMENTS

Computer Skills

Almost all employers surveyed reported that computer skills were required for employment.

Career Advancement Skills

Ongoing education to update skills, good management and leadership skills, obtaining a Bachelor's Degree, strong technical skills, good attitude, and computer knowledge were mentioned by the employers as important for career advancement.

New Skills

Continuing education, computer skills, e-commerce solutions, and interpersonal skills were new skills reported by the employers surveyed.

EMPLOYMENT TRENDS

Supply & Demand

| Employment Levels | Decline | Remain Stable | Grow |
|-----------------------|---------|---------------|------|
| Past Year | 6% | 75% | 19% |
| Projected Next 24 Mo. | 6% | 56% | 38% |

Employers report it is **moderately difficult** to find fully experienced and qualified applicants. It is also **very difficult** to find inexperienced applicants.

Size of Occupation

Occupation Size: Very Large (9,940-11,610)

Growth Rate: Faster Than Average

Openings Due to Separations: 1,360

"Where The Jobs Are"

New Job Growth By Industries

Industry Code Description

| | |
|------|--------------------------------------|
| 8011 | Offices & clinics of medical doctors |
| 6531 | Real estate agents & managers |

Job Growth Projection

Average Job Growth Rate 14.8%

The reported percentages apply to employers responding to these questions.

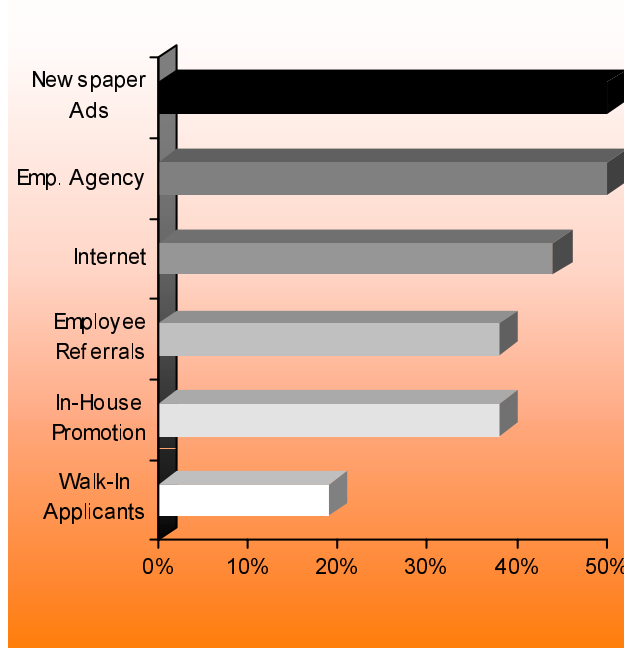
TRAINING PROVIDERS

- Hope International University
- National University
- Southern California College
- **Programs Offered:** Finance, Accounting

For additional Training Providers or details for the providers listed, contact the providers directly or visit the following web sites:

- State Training Inventory www.soicc.ca.gov
- Orangeworks www.orangeworks.org
- I-Train www.i-train.org

RECRUITING METHODS



Employment Levels During the Last Year

| | |
|--------------------------|----|
| Total Employees Hired: | 65 |
| New Permanent Positions: | 25 |
| Temporary Positions: | 0 |
| Promotions: | 6 |
| Separations: | 34 |

EDD Forecast Job Growth Rate 1995-2002

Average Job Growth Rate 14.8%

OTHER INFORMATION

Work Patterns

100% of the employers represented in this survey are non-union.

100% of the employees work full-time averaging 50 hours per week.

43% of the employees are female, and 57% are male.

FIREFIGHTERS

11 Firms Surveyed with 1,395 Employees in Occupation. OES Code: 630080

DESCRIPTION

Firefighters control and extinguish fires, protect life and property, and maintain equipment as paid volunteers or employees of cities, townships, State or federal government.

Alternate Job Titles: Fire Engineer, Paramedics and Captains.

WAGES & BENEFITS

Non-Union, Full and Part-Time Wages

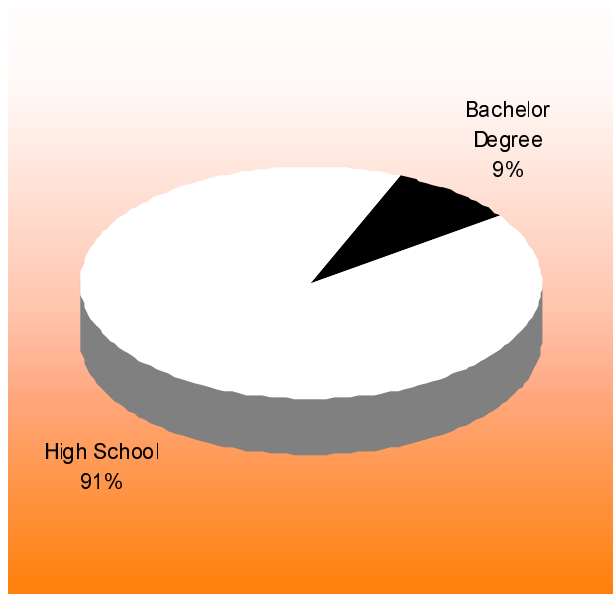
| | Range | Median |
|--------------------------|-------------------|---------|
| New Hires, Inexperienced | \$6.50 - \$17.67 | \$13.32 |
| New Hires, Experienced | \$6.50 - \$17.67 | \$13.15 |
| 3+ Years With Firm | \$13.17 - \$22.55 | \$17.17 |

| Full Time / Part Time | Employer Pays All | Share Cost | Employee Pays All | Not Provided |
|-----------------------|-------------------|------------|-------------------|--------------|
| Medical Insurance | 36% / 0 % | 55% / 0 % | None | 0 % / 18% |
| Dental Insurance | 36% / 0 % | 55% / 0 % | None | 0 % / 18% |
| Vision Plan | 36% / 0 % | 36% / 0 % | None | 18% / 18% |
| Life Insurance | 55% / 0 % | 36% / 0 % | None | 0 % / 18% |
| Sick Leave | 73% / 0 % | None | 9% / 0 % | 9% / 18% |
| Vacation | 82% / 0 % | None | 9% / 0 % | 0 % / 18% |
| Retirement Plan | 64% / 0 % | 27% / 0 % | None | 0 % / 18% |
| Child Care | None | None | None | 91% / 18% |
| Other | 9% / 9% | None | 9% / 0 % | None |

All data is based on the percentages of employers responding to this question.

EMPLOYER REQUIREMENTS

Education of Recent Hires



Training and Work Experience

Many employers accept training as a substitute for experience. **Many** employers require prior work experience.

SKILLS, LICENSES, & OTHER REQUIREMENTS

Computer Skills

Many employers surveyed reported that computer skills were required for employment.

Career Advancement Skills

Leadership and supervisory skills, paramedic performance skills, technical skills, continuing education, rescue training, and wildland fire fighting were mentioned by the employers as important for career advancement.

New Skills

Emergency Medical Technician (EMT) certification, technical skills, college degree, and being skilled with tools and equipment were new skills reported by the employers surveyed.

EMPLOYMENT TRENDS

Supply & Demand

| Employment Levels | Decline | Remain Stable | Grow |
|-----------------------|---------|---------------|------|
| Past Year | 9% | 73% | 18% |
| Projected Next 24 Mo. | 0% | 64% | 36% |

Employers report it is **not difficult** to find fully experienced and qualified applicants. It is also **not difficult** to find inexperienced applicants.

Size of Occupation

Occupation Size: Small (1,350-1,630)
Growth Rate: Much Faster Than Average
Openings Due to Separations: 430

"Where The Jobs Are"

New Job Growth By Industries

| Industry Code | Description |
|---------------|-----------------|
| 9224 | Fire Protection |

Job Growth Projection

Average Job Growth Rate 14.8%

The reported percentages apply to employers responding to these questions.

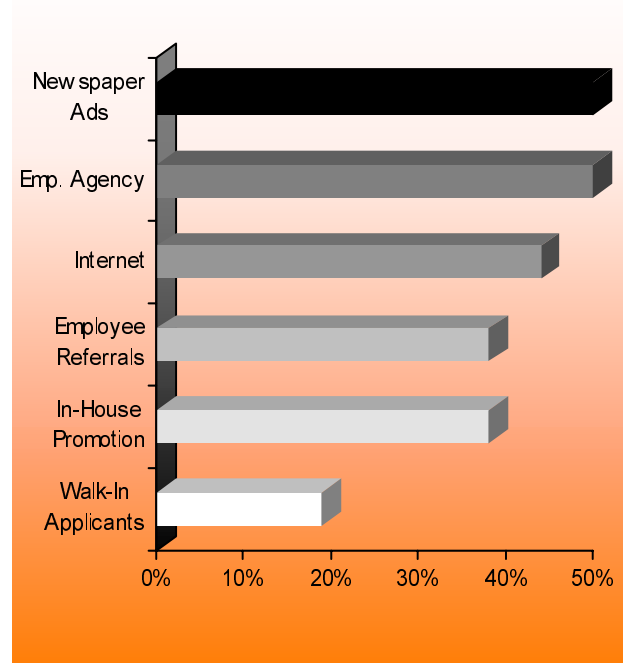
TRAINING PROVIDERS

- Santa Ana College
- North Orange County Regional Occupational Program
- Central County Regional Occupational Program
- **Programs Offered:** Fire Science

For additional Training Providers or details for the providers listed, contact the providers directly or visit the following web sites:

- State Training Inventory www.soicc.ca.gov
- Orangeworks www.orangeworks.org
- I-Train www.i-train.org

RECRUITING METHODS



Employment Levels During the Last Year

| | |
|--------------------------|----|
| Total Employees Hired: | 76 |
| New Permanent Positions: | 28 |
| Temporary Positions: | 0 |
| Promotions: | 12 |
| Separations: | 36 |

EDD Forecast Job Growth Rate 1995-2002

Average Job Growth Rate 14.8%

OTHER INFORMATION

Work Patterns

82% of the employers represented in this survey are union and 18% non-union.

61% of the employees work full-time averaging 53 hours per week, 4% work part-time averaging 40 hours per week, and 35% are temporary or on-call employees.

5% of the employees are female, and 95% are male.

FOOD PREPARATION AND SERVICE WORKERS

16 Firms Surveyed with 1,590 Employees in Occupation. OES Code: 650410

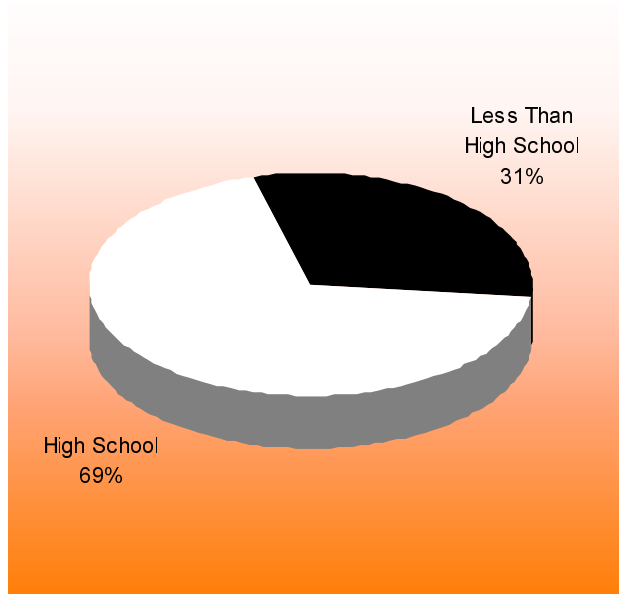
DESCRIPTION

Combined Food Preparation and Service Workers do both food preparation and food service. Does not include workers who spend more than 80 percent of their time in only one of these two areas.

Alternate Job Titles: Chefs, Cook, Crew, Prep Cook, Food Service Workers, Food Server, Food Preparer, Butcher, Baker, Servers, Food Runner, and Cashier-Counter Service-Cooks.

EMPLOYER REQUIREMENTS

Education of Recent Hires



WAGES & BENEFITS

Non-Union, Full and Part-Time Wages

| | Range | Median |
|--------------------------|------------------|--------|
| New Hires, Inexperienced | \$5.75 - \$6.00 | \$5.75 |
| New Hires, Experienced | \$5.75 - \$10.00 | \$7.00 |
| 3+ Years With Firm | \$5.75 - \$17.50 | \$7.38 |

Training and Work Experience

Some employers accept training as a substitute for experience. **Almost all** employers require prior work experience.

| Full Time / Part Time | Employer Pays All | Share Cost | Employee Pays All | Not Provided |
|-----------------------|-------------------|------------|-------------------|--------------|
| Medical Insurance | 25% / 0 % | 63% / 0 % | None | 13% / 0 % |
| Dental Insurance | 25% / 0 % | 63% / 0 % | None | 13% / 0 % |
| Vision Plan | 19% / 0 % | 38% / 0 % | None | 44% / 0 % |
| Life Insurance | 50% / 0 % | 38% / 0 % | None | 13% / 0 % |
| Sick Leave | 81% / 0 % | 6% / 0 % | None | 13% / 0 % |
| Vacation | 88% / 0 % | 6% / 0 % | None | 6% / 0 % |
| Retirement Plan | 44% / 0 % | 38% / 0 % | 6% / 0 % | 13% / 0 % |
| Child Care | 19% / 0 % | None | 6% / 0 % | 75% / 0 % |
| Other | None | None | None | None |

All data is based on the percentages of employers responding to this question.

SKILLS, LICENSES, & OTHER REQUIREMENTS

Computer Skills

Almost all employers surveyed reported that computer skills were required for employment.

Career Advancement Skills

Ongoing education to update skills, good management and leadership skills, obtaining a Bachelor's Degree, strong technical skills, good attitude, and computer knowledge were mentioned by the employers as important for career advancement.

New Skills

Continuing education, computer skills, e-commerce solutions, and interpersonal skills were new skills reported by the employers surveyed.

FOOD PREPARATION AND SERVICE WORKERS

16 Firms Surveyed with 1,590 Employees in Occupation. OES Code: 650410

EMPLOYMENT TRENDS

Supply & Demand

| Employment Levels | Decline | Remain Stable | Grow |
|-----------------------|---------|---------------|------|
| Past Year | 6% | 75% | 19% |
| Projected Next 24 Mo. | 6% | 56% | 38% |

Employers report it is **moderately difficult** to find fully experienced and qualified applicants. It is also **very difficult** to find inexperienced applicants.

Size of Occupation

Occupation Size: Very Large (9,940-11,610)

Growth Rate: Faster Than Average

Openings Due to Separations: 1,360

"Where The Jobs Are"

New Job Growth By Industries

| Industry Code | Description |
|---------------|--------------------------------------|
| 8011 | Offices & clinics of medical doctors |
| 6531 | Real estate agents & managers |

Job Growth Projection

Average Job Growth Rate 14.8%

The reported percentages apply to employers responding to these questions.

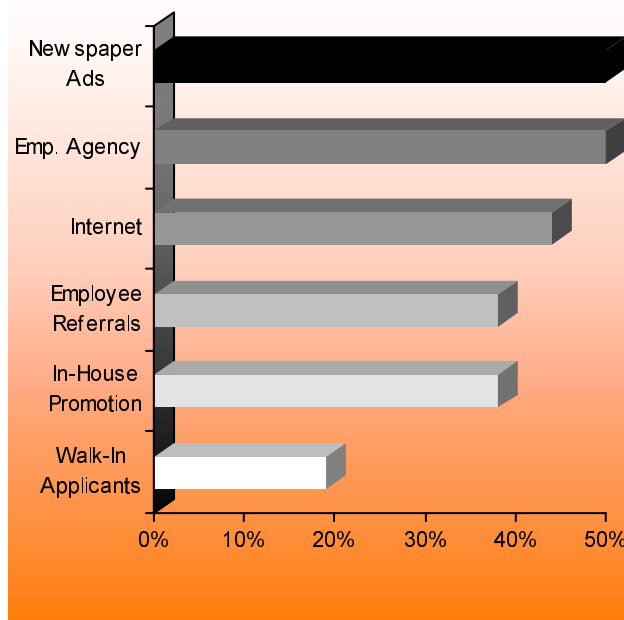
TRAINING PROVIDERS

- Hope International University
- National University
- Southern California College
- **Programs Offered:** Finance, Accounting

For additional Training Providers or details for the providers listed, contact the providers directly or visit the following web sites:

- State Training Inventory www.soicc.ca.gov
- Orangeworks www.orangeworks.org
- I-Train www.i-train.org

RECRUITING METHODS



Employment Levels During the Last Year

| | |
|--------------------------|----|
| Total Employees Hired: | 65 |
| New Permanent Positions: | 25 |
| Temporary Positions: | 0 |
| Promotions: | 6 |
| Separations: | 34 |

EDD Forecast Job Growth Rate 1995-2002

Average Job Growth Rate 14.8%

OTHER INFORMATION

Work Patterns

100% of the employers represented in this survey are non-union.

100% of the employees work full-time averaging 50 hours per week.

43% of the employees are female, and 57% are male.

INSURANCE ADJUSTERS, EXAMINERS, AND INVESTIGATORS

15 Firms Surveyed with 637 Employees in Occupation. OES Code: 533020

DESCRIPTION

Insurance Adjusters, Examiners, and Investigators investigate, analyze, and determine the validity of the amount of the insurance company's liability concerning personal, casualty, or property loss or damages, and effect a settlement with claimants. They correspond with or interview medical specialists, agents, witnesses, or claimants to compile information, calculate benefit payments, and approve payment of claims within a certain monetary limit. Does not include Insurance Sales Agents, Insurance Policy Process Clerks, and Claims Clerks.

Alternate Job Titles: Examiner Auditor, Adjusters & Representatives, Case Manager, Claims Representative, Claims Adjusters, Senior Adjuster, Analyst & Examiners, Field Investigators, Annuities and Underwriters, and Insurance Adjuster.

WAGES & BENEFITS

Non-Union, Full and Part-Time Wages

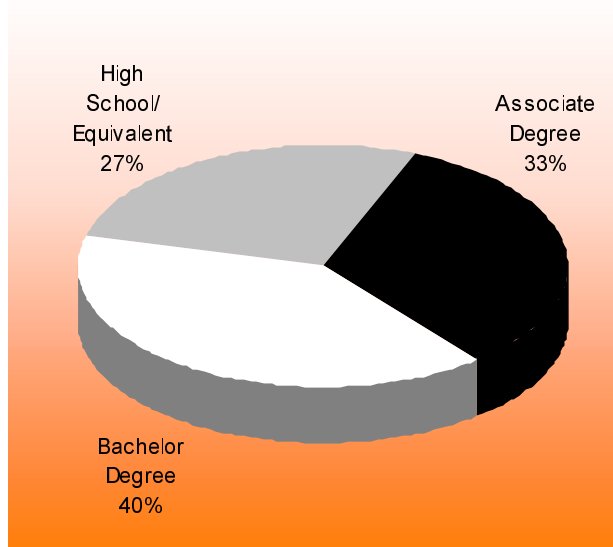
| | Range | Median |
|--------------------------|-------------------|---------|
| New Hires, Inexperienced | \$5.75 - \$15.24 | \$13.70 |
| New Hires, Experienced | \$11.51 - \$23.01 | \$17.66 |
| 3+ Years With Firm | \$13.42 - \$30.28 | \$21.20 |

| Full Time / Part Time | Employer Pays All | Share Cost | Employee Pays All | Not Provided |
|-----------------------|-------------------|------------|-------------------|--------------|
| Medical Insurance | 13% / 0 % | 67% / 13% | None | 20% / 13% |
| Dental Insurance | 13% / 0 % | 67% / 13% | None | 20% / 13% |
| Vision Plan | 20% / 13% | 27% / 0 % | 7% / 0 % | 47% / 13% |
| Life Insurance | 40% / 7% | 40% / 7% | None | 20% / 13% |
| Sick Leave | 73% / 7% | 13% / 7% | None | 13% / 13% |
| Vacation | 87% / 13% | 7% / 0 % | None | 7% / 13% |
| Retirement Plan | 47% / 7% | 33% / 7% | None | 20% / 13% |
| Child Care | 7% / 0 % | None | None | 93% / 27% |
| Other | None | 7% / 7% | None | None |

All data is based on the percentages of employers responding to this question.

EMPLOYER REQUIREMENTS

Education of Recent Hires



Training and Work Experience

Some employers accept training as a substitute for experience. **Many** employers require prior work experience.

SKILLS, LICENSES, & OTHER REQUIREMENTS

Computer Skills

Almost all employers surveyed reported that word processing skills were required for employment.

Career Advancement Skills

Customer Service, negotiating skills, oral and written skills, analytical skills, organization skills, adaptable to change, initiative, continuing education, quick thinking, leadership, computer skills, interpersonal skills and multiple language fluency were mentioned by the employers as important for career advancement.

New Skills

Computer skills, legal system background, bilingual, negotiating skills, and interpersonal skills were new skills reported by the employers surveyed.

INSURANCE ADJUSTERS, EXAMINERS, AND INVESTIGATORS

15 Firms Surveyed with 637 Employees in Occupation. OES Code: 533020

EMPLOYMENT TRENDS

Supply & Demand

| Employment Levels | Decline | Remain Stable | Grow |
|-----------------------|---------|---------------|------|
| Past Year | 7% | 60% | 33% |
| Projected Next 24 Mo. | 7% | 47% | 47% |

Employers report it is **moderately difficult** to find fully experienced and qualified applicants. It is also **moderately difficult** to find inexperienced applicants.

Size of Occupation

Occupation Size: Medium (2,580-3,080)
Growth Rate: Much Faster Than Average
Openings Due to Separations: 200

"Where The Jobs Are"

New Job Growth By Industries

| Industry Code | Description |
|---------------|-------------------------------------|
| 6331 | Fire, marine & casualty insurance |
| 6411 | Insurance agents, brokers & service |

Job Growth Projection

Average Job Growth Rate 14.8%

The reported percentages apply to employers responding to these questions.

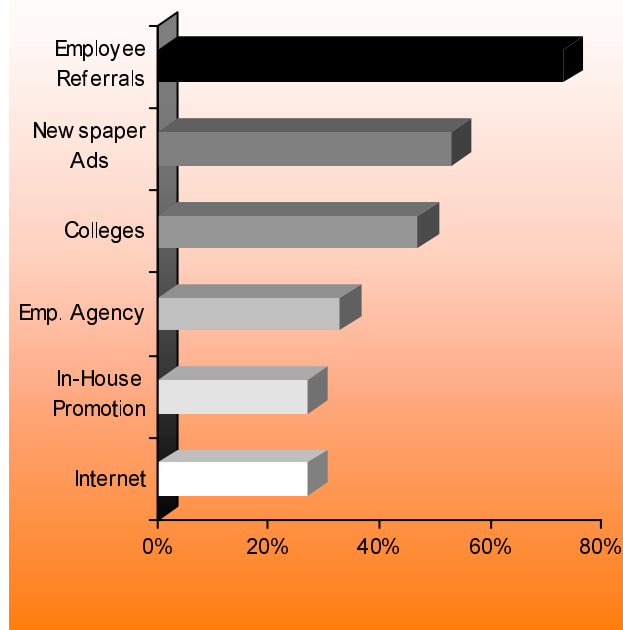
TRAINING PROVIDERS

- A.D. Banker & Company
- Central County Regional Occupational Program
- Santa Ana College
- **Programs Offered:** Insurance and Risk Management, Investments and Securities

For additional Training Providers or details for the providers listed, contact the providers directly or visit the following web sites:

- State Training Inventory www.soicc.ca.gov
- Orangeworks www.orangeworks.org
- I-Train www.i-train.org

RECRUITING METHODS



Employment Levels During the Last Year

| | |
|--------------------------|-----|
| Total Employees Hired: | 118 |
| New Permanent Positions: | 25 |
| Temporary Positions: | 0 |
| Promotions: | 39 |
| Separations: | 54 |

EDD Forecast Job Growth Rate 1995-2002

Average Job Growth Rate 14.8%

OTHER INFORMATION

Work Patterns

100% of the employers represented in this survey are non-union.

99% of the employees work full-time averaging 39 hours per week, 1% work part-time averaging 26 hours per week.

52% of the employees are female, and 48% are male.

Orange County 1999 Occupational Outlook



INSURANCE CLAIMS CLERKS

17 Firms Surveyed with 957 Employees in Occupation. OES Code: 533110

DESCRIPTION

Insurance Claims Clerks obtain claims information from insured or designated persons to settle claims with the insurance carrier.

Alternate Job Titles: Customer Service Receptionists-Claims, Insurance Clerk, Claims Coordinator, Insurance Coordinator, Claims Processor, Claims Associates, Claims Clerical, IP Claims Examiner, Claims Representative, Claims Examiner, Insurance Billing, Office Assistants, Front Desk, Billers, Clerks, and Claims Clerk.

WAGES & BENEFITS

Non-Union, Full and Part-Time Wages

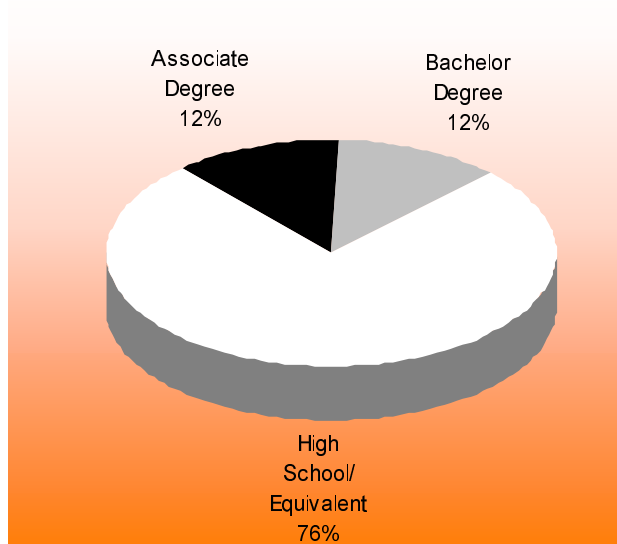
| | Range | Median |
|--------------------------|------------------|---------|
| New Hires, Inexperienced | \$7.00 - \$13.42 | \$9.03 |
| New Hires, Experienced | \$6.00 - \$15.00 | \$10.00 |
| 3+ Years With Firm | \$8.00 - \$17.00 | \$11.00 |

| Full Time / Part Time | Employer Pays All | Share Cost | Employee Pays All | Not Provided |
|-----------------------|-------------------|------------|-------------------|--------------|
| Medical Insurance | 53% / 0 % | 29% / 6% | None | 18% / 0 % |
| Dental Insurance | 41% / 0 % | 29% / 6% | None | 29% / 0 % |
| Vision Plan | 35% / 0 % | 18% / 6% | 6% / 0 % | 41% / 0 % |
| Life Insurance | 53% / 6% | 12% / 0 % | 12% / 0% | 24% / 0 % |
| Sick Leave | 82% / 6% | 6% / 0 % | 6% / 0 % | 6% / 0 % |
| Vacation | 82% / 6% | 6% / 0 % | 6% / 0 % | 6% / 0 % |
| Retirement Plan | 41% / 0 % | 29% / 6% | 6% / 0 % | 24% / 0 % |
| Child Care | 6% / 0 % | 12% / 0 % | None | 82% / 6% |
| Other | None | None | None | 24% / 0 % |

All data is based on the percentages of employers responding to this question.

EMPLOYER REQUIREMENTS

Education of Recent Hires



Training and Work Experience

Most employers accept training as a substitute for experience. **Most** employers require prior work experience.

SKILLS, LICENSES, & OTHER REQUIREMENTS

Computer Skills

Many employers seek applicants with skills in word processing, and **some** seek applicants with knowledge of spreadsheet applications. **Some** employers seek applicants with database skills, and **few** seek applicants with desktop publishing skills.

Career Advancement Skills

Good customer service, knowledge of the position, good communication skills, leadership skills, results oriented, detail oriented, experience, dependability, accuracy and efficiency, excellent written skills, and continued education were mentioned by the employers as important for career advancement.

New Skills

Good vocabulary, learning a new coding system, basic computer skills, and being bilingual (English/Spanish) were new skills reported by the employers surveyed.

INSURANCE CLAIMS CLERKS

17 Firms Surveyed with 957 Employees in Occupation. OES Code: 533110

EMPLOYMENT TRENDS

Supply & Demand

| Employment Levels | Decline | Remain Stable | Grow |
|-----------------------|---------|---------------|------|
| Past Year | 6% | 59% | 35% |
| Projected Next 24 Mo. | 6% | 76% | 18% |

Employers report it is **moderately difficult** to find fully experienced and qualified applicants. It is also **moderately difficult** to find inexperienced applicants.

Size of Occupation

Occupation Size: Small (1,000-1,110)

Growth Rate: Slower Than Average

Openings Due to Separations: 70

"Where The Jobs Are"

New Job Growth By Industries

| Industry Code | Description |
|---------------|--------------------------------------|
| 5324 | Hospitals & medical service plans |
| 6411 | Insurance agents, brokers & services |

Job Growth Projection

Average Job Growth Rate 14.8%

The reported percentages apply to employers responding to these questions.

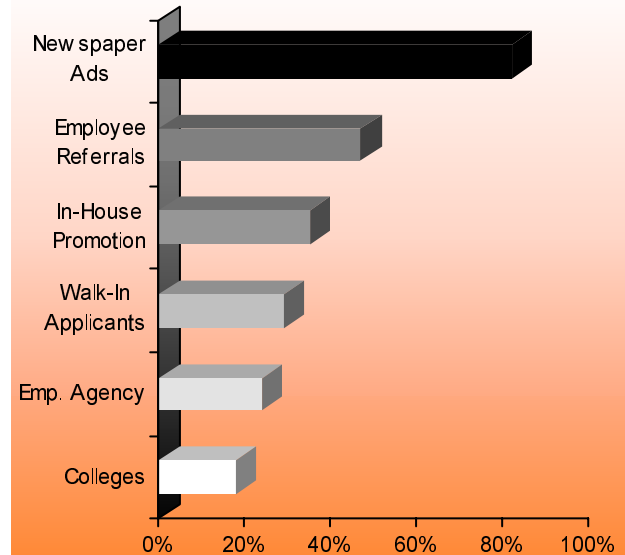
TRAINING PROVIDERS

- Central County Regional Occupational Program
- Larson Training Centers
- North Orange County Regional Occupational Program
- Programs Offered:** General Office / Clerical and Typing Services

For additional Training Providers or details for the providers listed, contact the providers directly or visit the following web sites:

- State Training Inventory www.soicc.ca.gov
- Orangeworks www.orangeworks.org
- I-Train www.i-train.org

RECRUITING METHODS



Employment Levels During the Last Year

| | |
|--------------------------|-----|
| Total Employees Hired: | 153 |
| New Permanent Positions: | 53 |
| Temporary Positions: | 5 |
| Promotions: | 44 |
| Separations: | 51 |

EDD Forecast Job Growth Rate 1995-2002

Average Job Growth Rate 14.8%

OTHER INFORMATION

Work Patterns

100% of the employers represented in this survey are non-union.

99% of the employees work full-time averaging 40 hours per week, 1% work part-time averaging 22 hours per week.

73% of the employees are female, and 27% are male.



LANDSCAPING AND GROUNDSKEEPING LABORERS

15 Firms Surveyed with 3,839 Employees in Occupation. OES Code: 790410

DESCRIPTION

Landscaping and Groundskeeping Laborers landscape and/or maintain grounds of property using hand or power tools or equipment. May work at a nursery facility or at a customer location. Workers typically perform a variety of tasks, which may include any combination of the following: sod laying, mowing, trimming, planting, watering, fertilizing, digging, raking, and sprinkler installation. Workers may help brick and stone masons.

Alternate Job Titles: Landscape Laborer, Groundskeepers, Landscaper, General Laborer, Gardeners, Landscaping Crew, and Laborer.

WAGES & BENEFITS

Non-Union, Full and Part-Time Wages

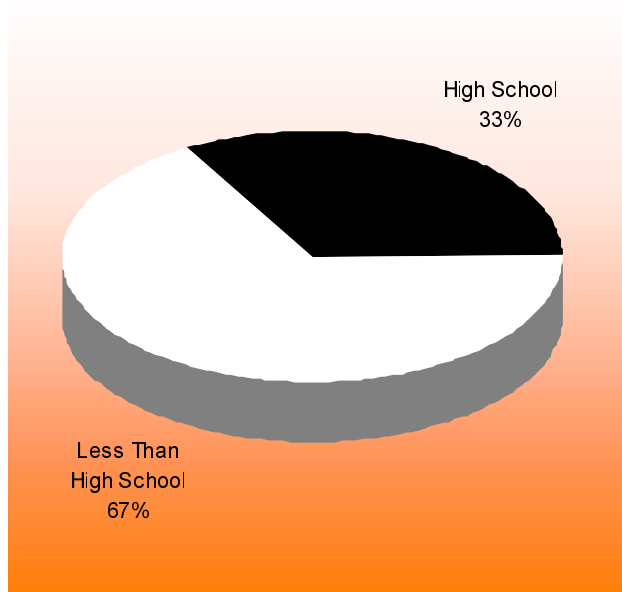
| | Range | Median |
|--------------------------|------------------|--------|
| New Hires, Inexperienced | \$5.75 - \$7.00 | \$5.88 |
| New Hires, Experienced | \$6.00 - \$11.99 | \$7.50 |
| 3+ Years With Firm | \$7.00 - \$15.00 | \$9.00 |

| Full Time / Part Time | Employer Pays All | Share Cost | Employee Pays All | Not Provided |
|-----------------------|-------------------|------------|-------------------|--------------|
| Medical Insurance | 20% / 0 % | 33% / 0 % | 7% / 0 % | 33% / 20% |
| Dental Insurance | 13% / 0 % | 27% / 0 % | 13% / 0 % | 40% / 20% |
| Vision Plan | 13% / 0 % | 27% / 0 % | None | 53% / 20% |
| Life Insurance | 20% / 0 % | 7% / 0 % | None | 67% / 20% |
| Sick Leave | 53% / 0 % | 13% / 0 % | None | 27% / 20% |
| Vacation | 67% / 0 % | 7% / 0 % | None | 20% / 20% |
| Retirement Plan | 20% / 0 % | 40% / 0 % | None | 33% / 20% |
| Child Care | None | None | None | 93% / 20% |
| Other | None | None | None | 0 % / 7% |

All data is based on the percentages of employers responding to this question.

EMPLOYER REQUIREMENTS

Education of Recent Hires



Training and Work Experience

Most employers accept training as a substitute for experience. **Most** employers require prior work experience.

SKILLS, LICENSES, & OTHER REQUIREMENTS

Computer Skills

None of the employers surveyed reported that computer software skills were required for employment.

Career Advancement Skills

Good communication skills, English speaking, professionalism, trade knowledge, knowledge of plant industry, learning ability, honesty, good judgement, having a drivers' license, knowledge of landscaping procedures, math skills, and a technical background in irrigation were mentioned by the employers as important for career advancement.

New Skills

Good communication skills and staying informed about pertinent State regulations were new skills reported by the employers surveyed.

LANDSCAPING AND GROUNDSKEEPING LABORERS

15 Firms Surveyed with 3,839 Employees in Occupation. OES Code: 790410

EMPLOYMENT TRENDS

Supply & Demand

| Employment Levels | Decline | Remain Stable | Grow |
|-----------------------|---------|---------------|------|
| Past Year | 0 % | 27% | 73% |
| Projected Next 24 Mo. | 13% | 27% | 60% |

Employers report it is **moderately difficult** to find fully experienced and qualified applicants. It is also **very difficult** to find inexperienced applicants.

Size of Occupation

Occupation Size: Very Large (10,880-13,010)

Growth Rate: Much Faster Than Average

Openings Due to Separations: 520

"Where The Jobs Are"

New Job Growth By Industries

| Industry Code | Description |
|---------------|------------------------|
| 782 | Lawn & garden services |

Job Growth Projection

Average Job Growth Rate 14.8%

The reported percentages apply to employers responding to these questions.

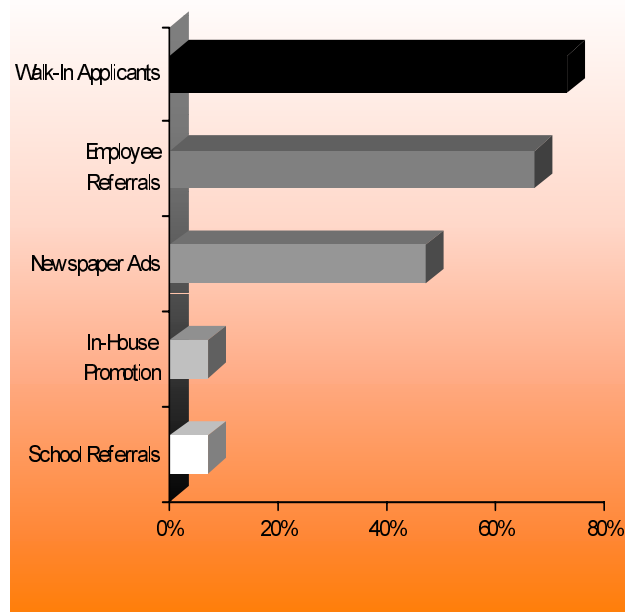
TRAINING PROVIDERS

- Capistrano-Laguna Beach Regional Occupational Program
- Fullerton Community College
- Santa Ana College
- **Programs Offered:** Landscape Operations & Management

For additional Training Providers or details for the providers listed, contact the providers directly or visit the following web sites:

- State Training Inventory www.soicc.ca.gov
- Orangeworks www.orangeworks.org
- I-Train www.i-train.org

RECRUITING METHODS



Employment Levels During the Last Year

| | |
|--------------------------|-------|
| Total Employees Hired: | 1,661 |
| New Permanent Positions: | 195 |
| Temporary Positions: | 40 |
| Promotions: | 396 |
| Separations: | 1,030 |

EDD Forecast Job Growth Rate 1995-2002

Average Job Growth Rate 14.8%

OTHER INFORMATION

Work Patterns

87% of the employers represented in this survey are non-union and 13% union.

73% of the employees work full-time averaging 40 hours per week, 13% work part-time averaging 40 hours per week, and 7% are temporary or on-call employees, and 7% are seasonal.

4% of the employees are female, and 96% are male.

DESCRIPTION

Lodging Managers plan, organize, direct, control, or coordinate activities of an organization or department that provides lodging such as hotels, motels, or tourist courts.

Alternate Job Titles: General Manager, Assistant General Manager, Leasing Manager, Resident Manager, Assistant Manager, Supervisors, Front Desk Manager, and Front Office Manager.

WAGES & BENEFITS

Non-Union, Full and Part-Time Wages

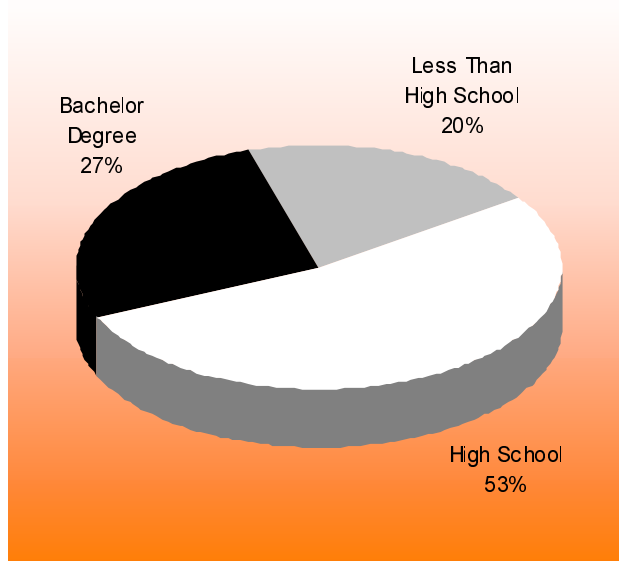
| | Range | Median |
|--------------------------|------------------|---------|
| New Hires, Inexperienced | \$7.00 - \$12.00 | \$9.97 |
| New Hires, Experienced | \$8.00 - \$21.31 | \$13.42 |
| 3+ Years With Firm | \$9.00 - \$27.70 | \$16.30 |

| Full Time / Part Time | Employer Pays All | Share Cost | Employee Pays All | Not Provided |
|-----------------------|-------------------|------------|-------------------|--------------|
| Medical Insurance | 33% / 0 % | 60% / 0 % | None | 7% / 27% |
| Dental Insurance | 33% / 0 % | 53% / 0 % | None | 13% / 27% |
| Vision Plan | 33% / 0 % | 40% / 0 % | None | 27% / 27% |
| Life Insurance | 40% / 0 % | 13% / 0 % | 7% / 0 % | 40% / 27% |
| Sick Leave | 87% / 0 % | 7% / 0 % | None | 7% / 27% |
| Vacation | 93% / 0 % | 7% / 0 % | None | 0 % / 27% |
| Retirement Plan | 13% / 0 % | 33% / 0 % | 7% / 0 % | 47% / 27% |
| Child Care | None | None | 7% / 0 % | 93% / 27% |
| Other | 7% / 7% | 7% / 0 % | None | 7% / 7% |

All data is based on the percentages of employers responding to this question.

EMPLOYER REQUIREMENTS

Education of Recent Hires



Training and Work Experience

Many employers accept training as a substitute for experience. **Most** employers require prior work experience.

SKILLS, LICENSES, & OTHER REQUIREMENTS

Computer Skills

Almost all employers surveyed reported that word processing skills were required for employment, and **some** reported that spreadsheet, database and desk-top publishing skills were important.

Career Advancement Skills

Good customer service, good people skills, attention to detail, business classes, problem solving skills, guest relations, superior performance, financial skills, leadership, and knowledge of the business were mentioned by the employers as important for career advancement.

New Skills

Internet skills, marketing skills, conflict resolution, time management skills, and accounting were new skills reported by the employers surveyed.

EMPLOYMENT TRENDS

Supply & Demand

| Employment Levels | Decline | Remain Stable | Grow |
|-----------------------|---------|---------------|------|
| Past Year | 0% | 67% | 33% |
| Projected Next 24 Mo. | 7% | 67% | 27% |

Employers report it is **moderately difficult** to find fully experienced and qualified applicants. It is also **moderately difficult** to find inexperienced applicants.

Size of Occupation

Occupation Size: Large (4,010-4,710)
Growth Rate: Much Faster Than Average
Openings Due to Separations: 610

"Where The Jobs Are"

New Job Growth By Industries

| Industry Code | Description |
|---------------|-----------------|
| 5812 | Eating places |
| 7011 | Hotels & Motels |

Job Growth Projection

Average Job Growth Rate 14.8%

The reported percentages apply to employers responding to these questions.

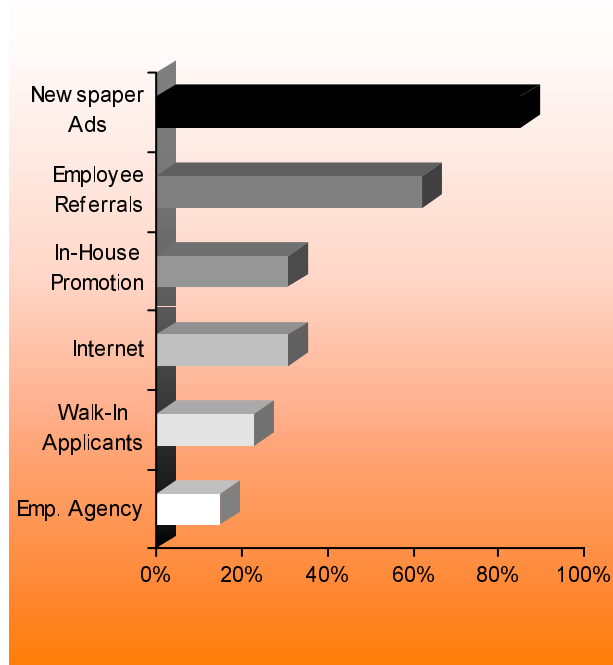
TRAINING PROVIDERS

- Orange Coast College
- Cypress College-Adult Education Center
- Ila Polytechnic Institute
- **Programs Offered:** Hotel / Motel and Restaurant Management, Hospitality Services Management

For additional Training Providers or details for the providers listed, contact the providers directly or visit the following web sites:

- State Training Inventory www.soicc.ca.gov
- Orangeworks www.orangeworks.org
- I-Train www.i-train.org

RECRUITING METHODS



Employment Levels During the Last Year

| | |
|--------------------------|----|
| Total Employees Hired: | 63 |
| New Permanent Positions: | 13 |
| Temporary Positions: | 0 |
| Promotions: | 31 |
| Separations: | 19 |

EDD Forecast Job Growth Rate 1995-2002

Average Job Growth Rate 14.8%

OTHER INFORMATION

Work Patterns

100% of the employers represented in this survey are non-union.

63% of the employees work full-time averaging 38 hours per week, 35% work part-time averaging 28 hours per week, and 2% are temporary or on-call employees.

50% of the employees are female, and 50% are male.

MEDICAL ASSISTANTS

15 Firms Surveyed with 506 Employees in Occupation. OES Code: 660050

DESCRIPTION

Medical Assistants perform various duties under the direction of physicians in the examination and treatment of patients. They prepare treatment rooms, inventory supplies and instruments, and set up patients for attention of the physician, handing instruments and materials to the physician as directed. They may schedule appointments, keep medical records, or perform other clerical duties.

Alternate Job Titles: Clinic Assistants, Nurse, Medical Receptionist, Front Office Personnel, Back Office Medical Assistant.

WAGES & BENEFITS

Non-Union, Full and Part-Time Wages

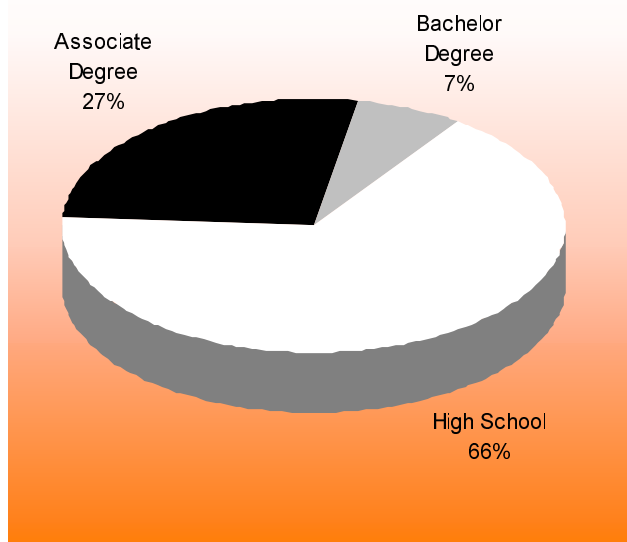
| | Range | Median |
|--------------------------|------------------|---------|
| New Hires, Inexperienced | \$5.75 - \$7.50 | \$7.00 |
| New Hires, Experienced | \$6.75 - \$13.00 | \$10.00 |
| 3+ Years With Firm | \$8.00 - \$15.00 | \$11.51 |

| Full Time / Part Time | Employer Pays All | Share Cost | Employee Pays All | Not Provided |
|-----------------------|-------------------|------------|-------------------|--------------|
| Medical Insurance | 33% / 13% | 27% / 7% | None | 40% / 20% |
| Dental Insurance | 20% / 7% | 27% / 13% | None | 53% / 20% |
| Vision Plan | 27% / 13% | 20% / 7% | None | 53% / 20% |
| Life Insurance | 20% / 0 % | 13% / 13% | 13% / 0 % | 53% / 27% |
| Sick Leave | 67% / 13% | 13% / 7% | None | 20% / 20% |
| Vacation | 80% / 20% | 13% / 7% | None | 7% / 13% |
| Retirement Plan | 40% / 13% | 33% / 13% | None | 27% / 13% |
| Child Care | None | None | None | 100% / 40% |
| Other | 7% / 0% | None | None | None |

All data is based on the percentages of employers responding to this question.

EMPLOYER REQUIREMENTS

Education of Recent Hires



Training and Work Experience

Many employers accept training as a substitute for experience. **Most** employers require prior work experience.

SKILLS, LICENSES, & OTHER REQUIREMENTS

Computer Skills

Most employers seek applicants with skills in word processing and **some** seek applicants with knowledge of spreadsheet applications.

Career Advancement Skills

The ability to communicate clearly, being organized, familiarity with insurance, knowledge of HMO's, customer service skills, good people skills, accuracy and courtesy, knowledge of medical field, hard working, venipuncture skills, and strong clinical skills were mentioned by the employers as important for career advancement.

New Skills

Administering oral medication and injections, paper work, computer skills, medical office procedures, learning a new coding system, clinical skills and more education were new skills reported by the employers surveyed.

EMPLOYMENT TRENDS

Supply & Demand

| Employment Levels | Decline | Remain Stable | Grow |
|-----------------------|---------|---------------|------|
| Past Year | 0 % | 67% | 33% |
| Projected Next 24 Mo. | 0 % | 67% | 33% |

Employers report it is **moderately difficult** to find fully experienced and qualified applicants. It is also **not difficult** to find inexperienced applicants.

Size of Occupation

Occupation Size: Medium (2,564-3,370)
Growth Rate: Much Faster Than Average
Openings Due to Separations: 410

"Where The Jobs Are"

New Job Growth By Industries

| Industry Code | Description |
|---------------|--------------------------------------|
| 8011 | Offices & clinics of medical doctors |

Job Growth Projection

Average Job Growth Rate 14.8%

The reported percentages apply to employers responding to these questions.

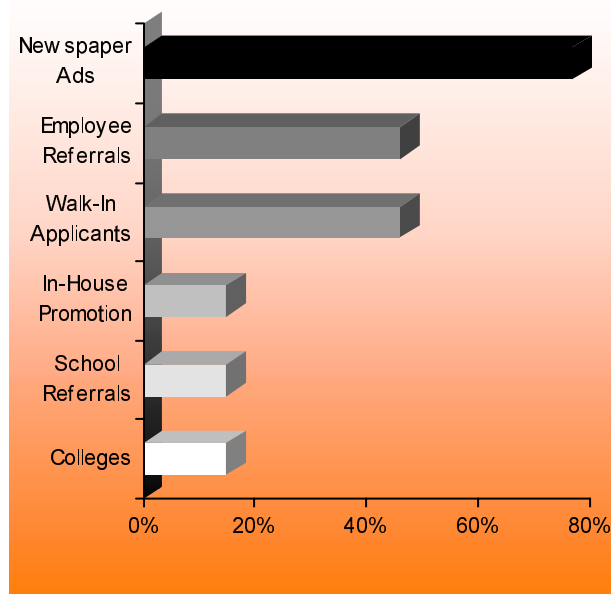
TRAINING PROVIDERS

- Coastline Regional Occupational Program
- Golden West College
- Medical Institute
- Programs Offered:** Medical Office Management, Medical Assistant

For additional Training Providers or details for the providers listed, contact the providers directly or visit the following web sites:

- State Training Inventory www.soicc.ca.gov
- Orangeworks www.orangeworks.org
- I-Train www.i-train.org

RECRUITING METHODS



Employment Levels During the Last Year

| | |
|--------------------------|----|
| Total Employees Hired: | 70 |
| New Permanent Positions: | 9 |
| Temporary Positions: | 5 |
| Promotions: | 10 |
| Separations: | 46 |

EDD Forecast Job Growth Rate 1995-2002

Average Job Growth Rate 14.8%

OTHER INFORMATION

Work Patterns

93% of the employers represented in this survey are non-union and 7% union.

52% of the employees work full-time averaging 40 hours per week, 44% work part-time averaging 20 hours per week, and 4% are temporary or on-call employees.

93% of the employees are female, and 7% are male.

NUMERICAL-CONTROL, MACHINE-TOOL OPERATORS AND TENDERS

15 Firms Surveyed with 252 Employees in Occupation. OES Code: 915020

DESCRIPTION

Numerical-Control, Machine-Tool Operators And Tenders set up and operate magnetic or punched-tape controlled machine tools that automatically mill, drill, broach, and ream metal or plastic parts. They may adjust machine feed and speed and change cutter machine parts to specification when automatic programming is faulty or if machine malfunctions.

Alternate Job Titles: CC Machine Operator, Numerical Control Drill Operators, CNC/EDM Programmer/Operator, Machine Tool Operator, CNC Machinists, Experimental Machinist, Operators, Machinist, and CNC Operator.

WAGES & BENEFITS

Non-Union, Full and Part-Time Wages

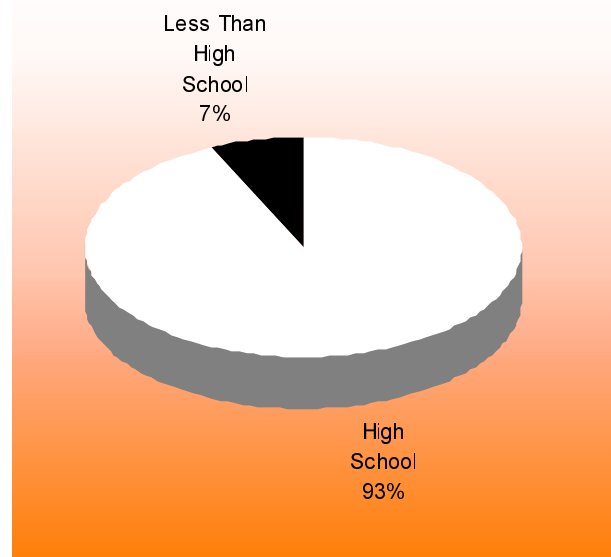
| | Range | Median |
|--------------------------|-------------------|---------|
| New Hires, Inexperienced | \$7.50 - \$14.00 | \$9.23 |
| New Hires, Experienced | \$6.14 - \$18.00 | \$10.00 |
| 3+ Years With Firm | \$10.50 - \$22.60 | \$15.00 |

| Full Time / Part Time | Employer Pays All | Share Cost | Employee Pays All | Not Provided |
|-----------------------|-------------------|------------|-------------------|--------------|
| Medical Insurance | 33% / 0 % | 47% / 0 % | None | 20% / 13% |
| Dental Insurance | 13% / 0 % | 33% / 0 % | 7% / 0 % | 47% / 13% |
| Vision Plan | 13% / 0 % | 20% / 0 % | 7% / 0 % | 60% / 13% |
| Life Insurance | 33% / 0 % | 20% / 0 % | None | 47% / 13% |
| Sick Leave | 47% / 0 % | None | None | 53% / 13% |
| Vacation | 87% / 0 % | None | None | 13% / 13% |
| Retirement Plan | 20% / 0 % | 40% / 0 % | None | 40% / 13% |
| Child Care | 7% / 0 % | None | None | 93% / 13% |
| Other | None | None | None | 7% / 7% |

All data is based on the percentages of employers responding to this question.

EMPLOYER REQUIREMENTS

Education of Recent Hires



Training and Work Experience

Some employers accept training as a substitute for experience. **Most** employers require prior work experience.

SKILLS, LICENSES, & OTHER REQUIREMENTS

Computer Skills

None of the employers surveyed reported that computer skills were required for employment.

Career Advancement Skills

Dedication, good people skills, machine knowledge, practical knowledge of mastercam and autocad, leadership, supervisory skills, technical skills, good with electronics, trigonometry, programming, trouble shooting, reliability, willing to learn and adapt, willing to advance, and doing the job right were mentioned by the employers as important for career advancement.

New Skills

Good English verbal and writing skills, ability to operate CNC machine, and good mechanical skills were new skills reported by the employers surveyed.

NUMERICAL-CONTROL, MACHINE-TOOL OPERATORS AND TENDERS

15 Firms Surveyed with 252 Employees in Occupation. OES Code: 915020

EMPLOYMENT TRENDS

Supply & Demand

| Employment Levels | Decline | Remain Stable | Grow |
|-----------------------|---------|---------------|------|
| Past Year | 7% | 47% | 47% |
| Projected Next 24 Mo. | 13% | 40% | 47% |

Employers report it is **moderately difficult** to find fully experienced and qualified applicants. It is also **moderately difficult** to find inexperienced applicants.

Size of Occupation

Occupation Size: Small (1,110-1,600)
Growth Rate: Much Faster Than Average
Openings Due to Separations: 140

"Where The Jobs Are"

New Job Growth By Industries

| Industry Code | Description |
|---------------|------------------------|
| 3599 | Industrial machinery |
| 3672 | Printed circuit boards |

Job Growth Projection

Average Job Growth Rate 14.8%

The reported percentages apply to employers responding to these questions.

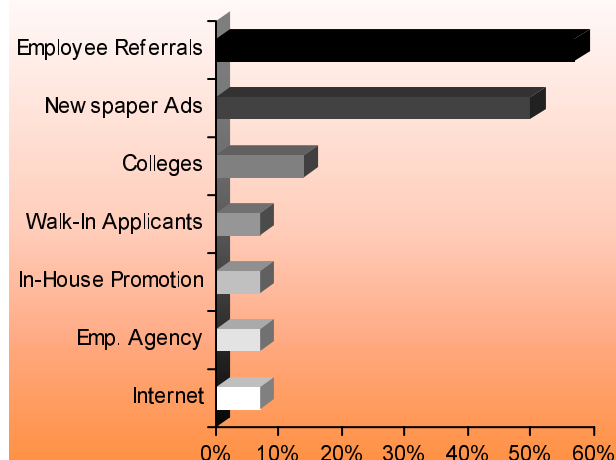
TRAINING PROVIDERS

- Santa Ana College
- **Programs Offered:** None Specified

For additional Training Providers or details for the providers listed, contact the providers directly or visit the following web sites:

- State Training Inventory www.soicc.ca.gov
- Orangeworks www.orangeworks.org
- I-Train www.i-train.org

RECRUITING METHODS



Employment Levels During the Last Year

| | |
|--------------------------|----|
| Total Employees Hired: | 84 |
| New Permanent Positions: | 29 |
| Temporary Positions: | 0 |
| Promotions: | 2 |
| Separations: | 53 |

EDD Forecast Job Growth Rate 1995-2002

Average Job Growth Rate 14.8%

OTHER INFORMATION

Work Patterns

100% of the employers represented in this survey are non-union.

99% of the employees work full-time averaging 44 hours per week, 1% work part-time averaging 32 hours per week.

8% of the employees are female, and 92% are male.

OCCUPATIONAL THERAPISTS

15 Firms Surveyed with 185 Employees in Occupation. OES Code: 323050

DESCRIPTION

Occupational Therapists plan, organize, and participate in medically oriented occupational programs in hospitals or similar institutions to rehabilitate patients who are physically or mentally ill.

Alternate Job Titles: Registered Occupational Therapist and Clinical Occupational Therapist.

WAGES & BENEFITS

Non-Union, Full and Part-Time Wages

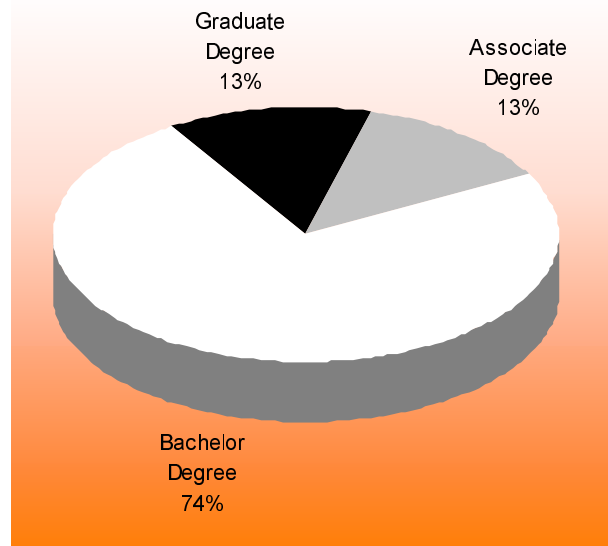
| | Range | Median |
|--------------------------|-------------------|---------|
| New Hires, Inexperienced | \$21.05 - \$22.00 | \$21.44 |
| New Hires, Experienced | \$20.00 - \$28.77 | \$23.01 |
| 3+ Years With Firm | \$22.00 - \$33.56 | \$25.51 |

| Full Time / Part Time | Employer Pays All | Share Cost | Employee Pays All | Not Provided |
|-----------------------|-------------------|------------|-------------------|--------------|
| Medical Insurance | 27% / 0 % | 60% / 27% | None | 7% / 40% |
| Dental Insurance | 27% / 0 % | 53% / 20% | 7% / 7% | 7% / 40% |
| Vision Plan | 33% / 0 % | 47% / 27% | 7% / 7% | 7% / 33% |
| Life Insurance | 33% / 0 % | 27% / 20% | 13% / 7% | 20% / 40% |
| Sick Leave | 67% / 20% | 13% / 7% | None | 13% / 40% |
| Vacation | 67% / 20% | 13% / 7% | None | 13% / 40% |
| Retirement Plan | 7% / 0 % | 60% / 27% | 7% / 0 % | 20% / 40% |
| Child Care | None | None | 13% / 7% | 80% / 60% |
| Other | None | 7% / 7% | None | 7% / 0 % |

All data is based on the percentages of employers responding to this question.

EMPLOYER REQUIREMENTS

Education of Recent Hires



Training and Work Experience

Many employers accept training as a substitute for experience. **Most** employers require prior work experience.

SKILLS, LICENSES, & OTHER REQUIREMENTS

Computer Skills

Many employers surveyed reported that computer skills were required for employment.

Career Advancement Skills

Good management and people skills, teaching skills, enthusiasm and team building skills, leadership and clinical skills, flexibility and productivity, continuing education, and supervisory skills were mentioned by the employers as important for career advancement.

New Skills

Understanding regulatory issues, learning new therapy techniques, and being well organized were new skills reported by the employers surveyed.

OCCUPATIONAL THERAPISTS

15 Firms Surveyed with 185 Employees in Occupation. OES Code: 323050

EMPLOYMENT TRENDS

Supply & Demand

| Employment Levels | Decline | Remain Stable | Grow |
|-----------------------|---------|---------------|------|
| Past Year | 20% | 47% | 33% |
| Projected Next 24 Mo. | 7% | 47% | 47% |

Employers report it is **moderately difficult** to find fully experienced and qualified applicants. It is also **moderately difficult** to find inexperienced applicants.

Size of Occupation

Occupation Size: Small (420-590)

Growth Rate: Much Faster Than Average

Openings Due to Separations: 60

"Where The Jobs Are"

New Job Growth By Industries

| Industry Code | Description |
|---------------|--------------------------------------|
| 8049 | Offices of health practitioners |
| 8062 | General medical & surgical hospitals |

Job Growth Projection

Average Job Growth Rate 14.8%

The reported percentages apply to employers responding to these questions.

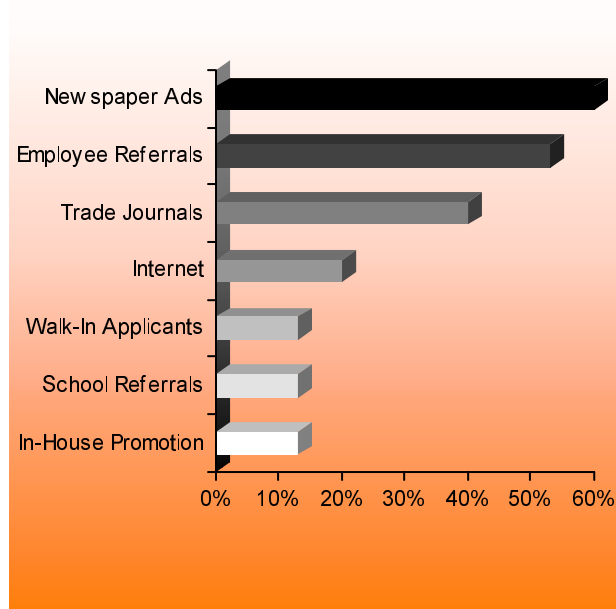
TRAINING PROVIDERS

- Saddleback College
- Programs Offered:** Occupational Therapist

For additional Training Providers or details for the providers listed, contact the providers directly or visit the following web sites:

- State Training Inventory www.soicc.ca.gov
- Orangeworks www.orangeworks.org
- I-Train www.i-train.org

RECRUITING METHODS



Employment Levels During the Last Year

| | |
|--------------------------|----|
| Total Employees Hired: | 67 |
| New Permanent Positions: | 18 |
| Temporary Positions: | 7 |
| Promotions: | 13 |
| Separations: | 29 |

EDD Forecast Job Growth Rate 1995-2002

Average Job Growth Rate 14.8%

OTHER INFORMATION

Work Patterns

100% of the employers represented in this survey are non-union.

54% of the employees work full-time averaging 39 hours per week, 19% work part-time averaging 22 hours per week, and 27% are temporary or on-call employees.

75% of the employees are female, and 25% are male.

PEST CONTROLLERS AND PEST CONTROL ASSISTANTS

16 Firms Surveyed with 176 Employees in Occupation. OES Code: 670080

DESCRIPTION

Pest Controllers and Pest Control Assistants spray or release chemical solutions or toxic gases and set mechanical traps to kill pests and vermin such as mice, termites, and roaches that infest buildings and surrounding areas.

Alternate Job Titles: Sales/Service Technician, Pest or Termite Control Technician, Pest Control Tech, Licensed Fumigator, Crewmen, and Exterminator.

WAGES & BENEFITS

Non-Union, Full and Part-Time Wages

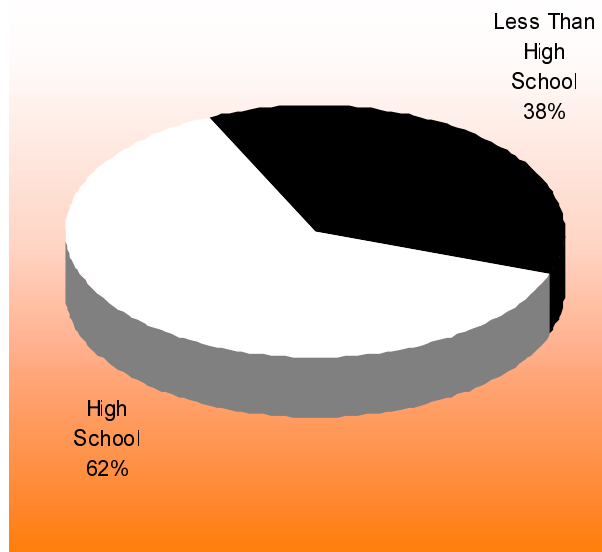
| | Range | Median |
|--------------------------|------------------|---------|
| New Hires, Inexperienced | \$6.00 - \$11.51 | \$7.75 |
| New Hires, Experienced | \$7.00 - \$18.75 | \$10.00 |
| 3+ Years With Firm | \$7.00 - \$21.88 | \$14.69 |

| Full Time / Part Time | Employer Pays All | Share Cost | Employee Pays All | Not Provided |
|-----------------------|-------------------|------------|-------------------|--------------|
| Medical Insurance | 31% / 0 % | 38% / 0 % | None | 31% / 6% |
| Dental Insurance | None | 19% / 0 % | 6% / 0 % | 75% / 6% |
| Vision Plan | 6% / 0 % | 13% / 0 % | 6% / 0 % | 75% / 6% |
| Life Insurance | 6% / 0 % | 13% / 0 % | None | 81% / 6% |
| Sick Leave | 50% / 0 % | 6% / 0 % | None | 44% / 6% |
| Vacation | 88% / 0 % | 6% / 0 % | None | 6% / 6% |
| Retirement Plan | None | 19% / 0 % | None | 81% / 6% |
| Child Care | None | None | None | 100% / 6% |
| Other | None | 6% / 0 % | None | 0 % / 6% |

All data is based on the percentages of employers responding to this question.

EMPLOYER REQUIREMENTS

Education of Recent Hires



Training and Work Experience

Many employers accept training as a substitute for experience. **Some** employers require prior work experience.

SKILLS, LICENSES, & OTHER REQUIREMENTS

Computer Skills

Most employers seek applicants with skills in word processing, **some** seek applicants with knowledge of spreadsheet applications, and **some** employers seek applicants with database skills.

Career Advancement Skills

Good attitude, people skills, self-starter, sales ability, basic business skills, math skills, being dedicated, responsible and stable, common sense, honesty, hard work and experience were mentioned by the employers as important for career advancement.

New Skills

Continued education, sales, minor mechanical skills, and communication/people skills were new skills reported by the employers surveyed.

PEST CONTROLLERS AND PEST CONTROL ASSISTANTS

16 Firms Surveyed with 176 Employees in Occupation. OES Code: 670080

EMPLOYMENT TRENDS

Supply & Demand

| Employment Levels | Decline | Remain Stable | Grow |
|-----------------------|---------|---------------|------|
| Past Year | 0 % | 38 % | 63 % |
| Projected Next 24 Mo. | 0 % | 38 % | 63 % |

Employers report it is **very difficult** to find fully experienced and qualified applicants. It is also **moderately difficult** to find inexperienced applicants.

Size of Occupation

Occupation Size: Small (530-600)
Growth Rate: Slower Than Average
Openings Due to Separations: 80

"Where The Jobs Are"

New Job Growth By Industries

| Industry Code | Description |
|---------------|--------------------------------------|
| 7342 | Disinfecting & pest control services |

Job Growth Projection

Average Job Growth Rate 14.8%

The reported percentages apply to employers responding to these questions.

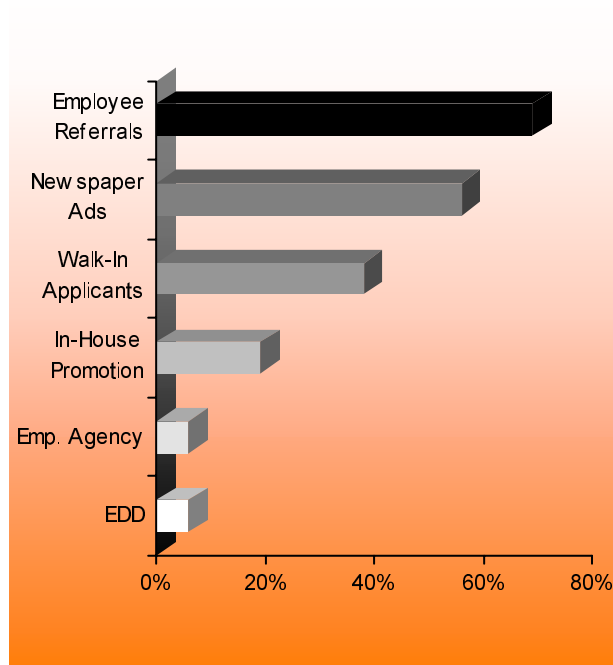
TRAINING PROVIDERS

- Advanced Institute of Pest Technology
- Programs Offered:** Entomology

For additional Training Providers or details for the providers listed, contact the providers directly or visit the following web sites:

- State Training Inventory www.soicc.ca.gov
- Orangeworks www.orangeworks.org
- I-Train www.i-train.org

RECRUITING METHODS



Employment Levels During the Last Year

| | |
|--------------------------|----|
| Total Employees Hired: | 52 |
| New Permanent Positions: | 19 |
| Temporary Positions: | 0 |
| Promotions: | 8 |
| Separations: | 25 |

EDD Forecast Job Growth Rate 1995-2002

Average Job Growth Rate 14.8%

OTHER INFORMATION

Work Patterns

100% of the employers represented in this survey are non-union.

99% of the employees work full-time averaging 43 hours per week, 1% work part-time averaging 20 hours per week.

10% of the employees are female, and 90% are male.

Orange County 1999 Occupational Outlook



POLICE PATROL OFFICERS

16 Firms Surveyed with 2,251 Employees in Occupation. OES Code: 630140

DESCRIPTION

Police Patrol Officers maintain order, enforce laws and ordinances, and protect life and property in an assigned patrol district or beat by performing a combination of such duties as patrolling a specific area on foot or in a vehicle; directing traffic; issuing traffic summonses; investigating accidents; apprehending, arresting and processing prisoners; and giving evidence in court.

Alternate Job Titles: Police Officer, Entry Level Police Officer, and Police Corporal.

WAGES & BENEFITS

Non-Union, Full and Part-Time Wages

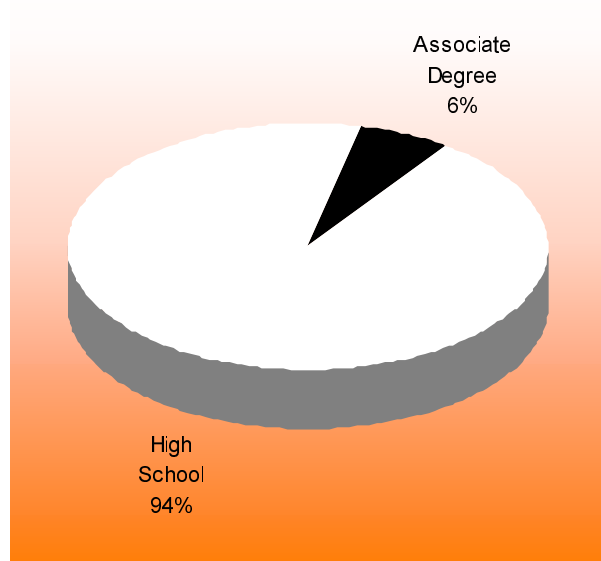
| | Range | Median |
|--------------------------|-------------------|---------|
| New Hires, Inexperienced | \$14.38 - \$21.25 | \$18.22 |
| New Hires, Experienced | \$19.18 - \$26.60 | \$21.97 |
| 3+ Years With Firm | \$23.43 - \$27.83 | \$24.93 |

| Full Time / Part Time | Employer Pays All | Share Cost | Employee Pays All | Not Provided |
|-----------------------|-------------------|------------|-------------------|--------------|
| Medical Insurance | 75% / 0 % | 25% / 0 % | None | 0 % / 13% |
| Dental Insurance | 81% / 0 % | 19% / 0 % | None | 0 % / 13% |
| Vision Plan | 69% / 0 % | 6% / 0 % | None | 25% / 13% |
| Life Insurance | 94% / 0 % | 6% / 0 % | None | 0 % / 13% |
| Sick Leave | 100% / 0 % | None | None | 0 % / 13% |
| Vacation | 100% / 0 % | None | None | 0 % / 13% |
| Retirement Plan | 94% / 0 % | None | 6% / 0 % | 0 % / 13% |
| Child Care | None | None | None | 100% / 13% |
| Other | 13% / 0 % | None | 6% / 0 % | 13% / 6% |

All data is based on the percentages of employers responding to this question.

EMPLOYER REQUIREMENTS

Education of Recent Hires



Training and Work Experience

Many employers accept training as a substitute for experience. **Some** employers require prior work experience.

SKILLS, LICENSES, & OTHER REQUIREMENTS

Computer Skills

Some employers surveyed reported that computer skills were required for employment.

Career Advancement Skills

Leadership and management skills, job performance, continuing education, exhibiting good judgement in problem situations, and effective human relations were mentioned by the employers as important for career advancement.

New Skills

Physical agility and ability, and conflict resolution skills were new skills reported by the employers surveyed.

POLICE PATROL OFFICERS

16 Firms Surveyed with 2,251 Employees in Occupation. OES Code: 630140

EMPLOYMENT TRENDS

Supply & Demand

| Employment Levels | Decline | Remain Stable | Grow |
|-----------------------|---------|---------------|------|
| Past Year | 0 % | 44% | 56% |
| Projected Next 24 Mo. | 0 % | 50% | 50% |

Employers report it is **very difficult** to find fully experienced and qualified applicants. It is also **very difficult** to find inexperienced applicants.

Size of Occupation

Occupation Size: Small (1,450-1,820 Projected)

Growth Rate: Much Faster Than Average

Openings Due to Separations: 470

"Where The Jobs Are"

New Job Growth By Industries

| Industry Code | Description |
|---------------|----------------------------------|
| 9131 | Executive & legislative combines |

Job Growth Projection

Average Job Growth Rate 14.8%

The reported percentages apply to employers responding to these questions.

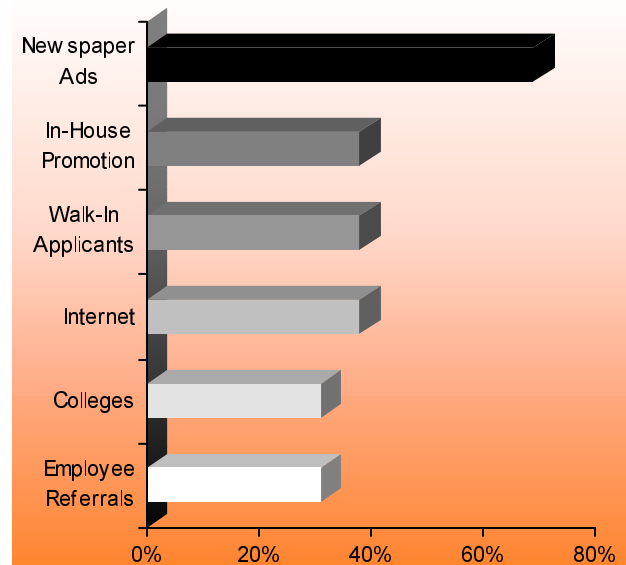
TRAINING PROVIDERS

- Civil Service Academy, Inc.
- Capistrano-Laguna Beach Regional Occupational Program
- Golden West College
- **Programs Offered:** Criminal Justice Studies, Law Enforcement Studies

For additional Training Providers or details for the providers listed, contact the providers directly or visit the following web sites:

- State Training Inventory www.soicc.ca.gov
- Orangeworks www.orangeworks.org
- I-Train www.i-train.org

RECRUITING METHODS



Employment Levels During the Last Year

| | |
|--------------------------|-----|
| Total Employees Hired: | 151 |
| New Permanent Positions: | 51 |
| Temporary Positions: | 1 |
| Promotions: | 41 |
| Separations: | 58 |

EDD Forecast Job Growth Rate 1995-2002

Average Job Growth Rate 14.8%

OTHER INFORMATION

Work Patterns

94% of the employers represented in this survey are union and 6% are non-union.

99% of the employees work full-time averaging 40 hours per week, 1% work part-time averaging 20 hours per week.

14% of the employees are female, and 86% are male.

RECREATION WORKERS

15 Firms Surveyed with 1,140 Employees in Occupation. OES Code: 273110

DESCRIPTION

Recreation Workers conduct recreation activities with groups in public, private, or volunteer agencies or recreation facilities. They consider the needs and interests of individual members and organize and promote activities, such as arts and crafts, sports, games, music, dramatics, social recreation, camping and hobbies.

Alternate Job Titles: Community Services Leaders, Recreational Leader, Athletic Director, Summer Camp Counselors, Activities Assistant, Activity Center Troop Staff, Mentor, Camp Counselor, Sports Counselor, Recreation Attendant, and Social Services.

WAGES & BENEFITS

Non-Union, Full and Part-Time Wages

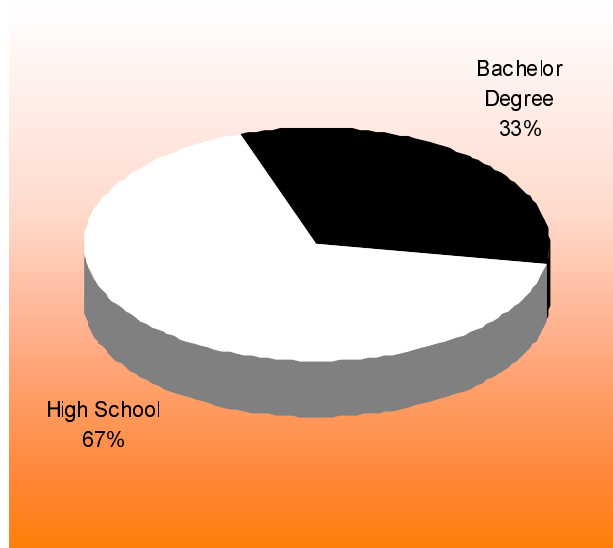
| | Range | Median |
|--------------------------|------------------|--------|
| New Hires, Inexperienced | \$5.75 - \$7.05 | \$6.63 |
| New Hires, Experienced | \$6.00 - \$11.03 | \$7.60 |
| 3+ Years With Firm | \$7.00 - \$12.47 | \$9.75 |

| Full Time / Part Time | Employer Pays All | Share Cost | Employee Pays All | Not Provided |
|-----------------------|-------------------|------------|-------------------|--------------|
| Medical Insurance | 40% / 7% | 33% / 7% | None | 0 % / 67% |
| Dental Insurance | 27% / 7% | 40% / 0 % | 0 % / 7% | 7% / 67% |
| Vision Plan | 13% / 7% | 33% / 0 % | 0 % / 7% | 27% / 67% |
| Life Insurance | 47% / 7% | 7% / 0 % | None | 20% / 73% |
| Sick Leave | 67% / 20% | None | None | 7% / 60% |
| Vacation | 73% / 20% | None | None | 0 % / 60% |
| Retirement Plan | 53% / 13% | 20% / 7% | None | 0 % / 60% |
| Child Care | 7% / 0 % | 7% / 0 % | 7% / 0 % | 53% / 80% |
| Other | None | None | None | None |

All data is based on the percentages of employers responding to this question.

EMPLOYER REQUIREMENTS

Education of Recent Hires



Training and Work Experience

Most employers accept training as a substitute for experience. **Some** employers require prior work experience.

SKILLS, LICENSES, & OTHER REQUIREMENTS

Computer Skills

Almost all employers surveyed reported that computer skills were required for employment.

Career Advancement Skills

Customer service skills, creativity, good communication skills, pleasant and enthusiastic attitude, punctuality, leadership skills, good business knowledge and customer relations, service orientation, good analytical skills and ability to manage a budget, and good organizational skills were mentioned by the employers as important for career advancement.

New Skills

Child development knowledge, experience working with young people, graphic arts ability, and being bilingual were new skills reported by the employers surveyed.

EMPLOYMENT TRENDS

Supply & Demand

| Employment Levels | Decline | Remain Stable | Grow |
|-----------------------|---------|---------------|------|
| Past Year | 7% | 33% | 60% |
| Projected Next 24 Mo. | 7% | 27% | 67% |

Employers report it is **moderately difficult** to find fully experienced and qualified applicants. It is also **moderately difficult** to find inexperienced applicants.

Size of Occupation

Occupation Size: Medium (2,030-2,350)

Growth Rate: Faster Than Average

Openings Due to Separations: 290

"Where The Jobs Are"

New Job Growth By Industries

| Industry Code | Description |
|---------------|-----------------------------|
| 8641 | Civic & social associations |

Job Growth Projection

Average Job Growth Rate 14.8%

The reported percentages apply to employers responding to these questions.

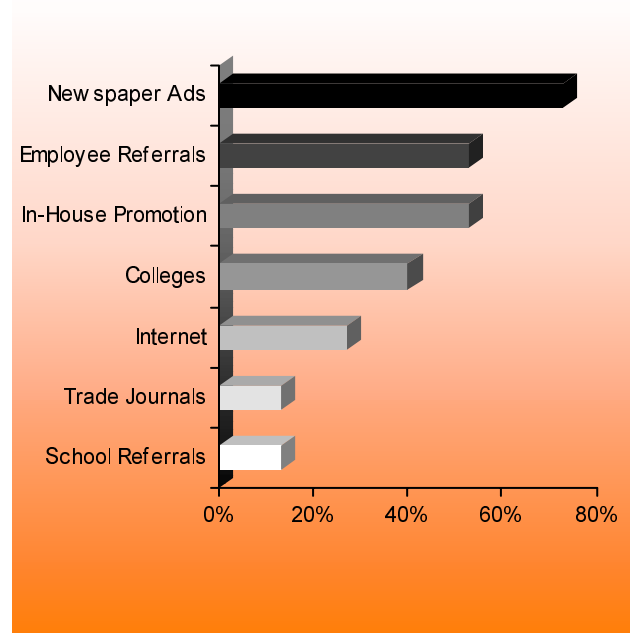
TRAINING PROVIDERS

- Concordia University
- Saddleback College
- Golden West College
- **Programs Offered:** Child Growth & Development Studies; General Music; Crafts, Folk Art & Artisanry; Drawing

For additional Training Providers or details for the providers listed, contact the providers directly or visit the following web sites:

- State Training Inventory www.soicc.ca.gov
- Orangeworks www.orangeworks.org
- I-Train www.i-train.org

RECRUITING METHODS



Employment Levels During the Last Year

| | |
|--------------------------|-----|
| Total Employees Hired: | 322 |
| New Permanent Positions: | 55 |
| Temporary Positions: | 148 |
| Promotions: | 49 |
| Separations: | 70 |

EDD Forecast Job Growth Rate 1995-2002

Average Job Growth Rate 14.8%

OTHER INFORMATION

Work Patterns

100% of the employers represented in this survey are non-union.

16% of the employees work full-time averaging 40 hours per week, 40% work part-time averaging 25 hours per week, and 44% seasonal employees.

68% of the employees are female, and 32% are male.

SYSTEMS ANALYSTS, ELECTRONIC DATA PROCESSING

15 Firms Surveyed with 271 Employees in Occupation. OES Code: 251020

DESCRIPTION

Systems Analysts, Electronic Data Processing, analyze business, scientific, and technical problems for application to electronic data processing systems. Does not include persons working primarily as engineers, mathematicians, programmers, or scientists.

Alternate Job Titles: Systems Consultant, Network Engineer, Network Analyst, and Technical Analyst.

WAGES & BENEFITS

Non-Union, Full and Part-Time Wages

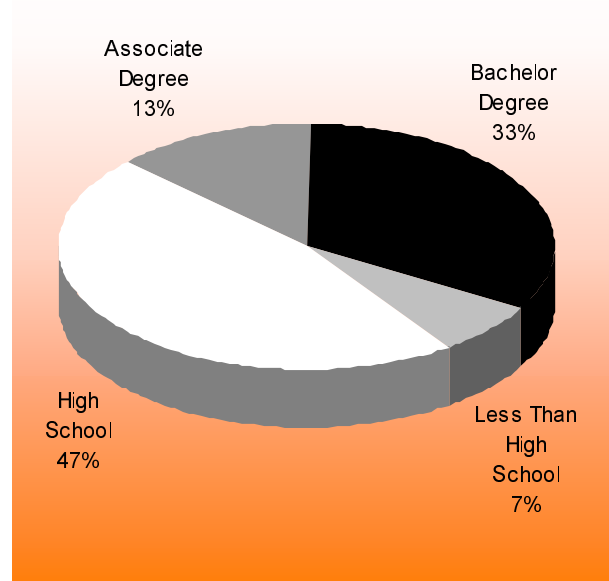
| | Range | Median |
|--------------------------|-------------------|---------|
| New Hires, Inexperienced | \$10.00 - \$10.00 | \$10.00 |
| New Hires, Experienced | \$10.00 - \$28.77 | \$19.18 |
| 3+ Years With Firm | \$15.00 - \$38.36 | \$23.97 |

| Full Time / Part Time | Employer Pays All | Share Cost | Employee Pays All | Not Provided |
|-----------------------|-------------------|------------|-------------------|--------------|
| Medical Insurance | 47% / 7% | 47% / 0% | None | 0% / 7% |
| Dental Insurance | 40% / 7% | 33% / 0% | None | 20% / 7% |
| Vision Plan | 33% / 0% | 33% / 0% | None | 27% / 13% |
| Life Insurance | 40% / 7% | 20% / 0% | None | 33% / 7% |
| Sick Leave | 87% / 7% | None | None | 7% / 7% |
| Vacation | 87% / 7% | None | None | 7% / 7% |
| Retirement Plan | 20% / 0% | 40% / 0% | 7% / 0% | 27% / 13% |
| Child Care | None | None | None | 93% / 13% |
| Other | None | None | None | None |

All data is based on the percentages of employers responding to this question.

EMPLOYER REQUIREMENTS

Education of Recent Hires



Training and Work Experience

Most employers accept training as a substitute for experience. **Some** employers require prior work experience.

SKILLS, LICENSES, & OTHER REQUIREMENTS

Computer Skills

Almost all employers surveyed reported that word processing skills were required for employment, and **most** reported that spreadsheet, database and desktop publishing skills were important.

Career Advancement Skills

Technical skills, good writing and oral communication skills, attendance, management skills, responsibility, education, and consulting capability were mentioned by the employers as important for career advancement.

New Skills

Internet communication, constantly upgrading knowledge, time management, team interaction, SQL server skills, written and verbal communication skills and fiber optics were new skills reported by the employers surveyed.

EMPLOYMENT TRENDS

Supply & Demand

| Employment Levels | Decline | Remain Stable | Grow |
|-----------------------|---------|---------------|------|
| Past Year | 0 % | 60% | 40% |
| Projected Next 24 Mo. | 7% | 27% | 67% |

Employers report it is **very difficult** to find fully experienced and qualified applicants. It is also **very difficult** to find inexperienced applicants.

Size of Occupation

Occupation Size: Large (4,640-7,070)
 Growth Rate: Much Faster Than Average
 Openings Due to Separations: 340

"Where The Jobs Are"

New Job Growth By Industries

| Industry Code | Description |
|---------------|--------------------------------------|
| 6411 | Insurance agents, brokers & services |
| 8711 | Engineering services |

Job Growth Projection

Average Job Growth Rate 14.8%

The reported percentages apply to employers responding to these questions.

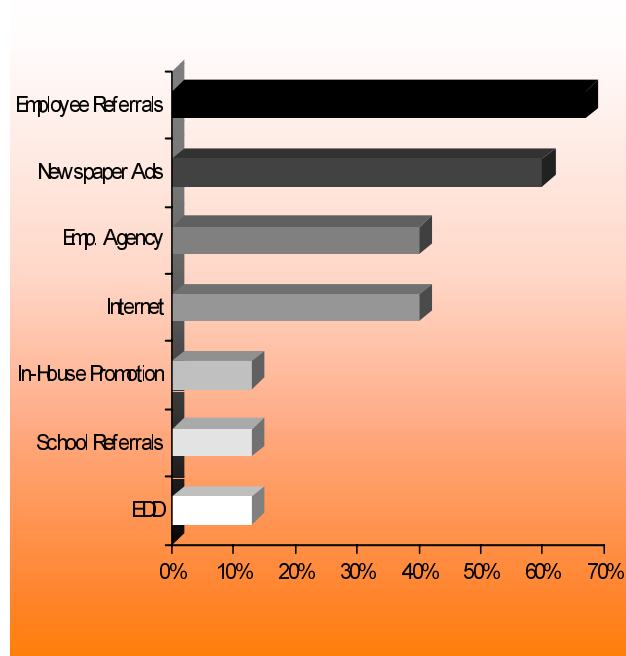
TRAINING PROVIDERS

- Academy of Computer Technology
- Learning Tree University
- Infotec Commercial System (Clauzet Center)
- Programs Offered:** Computer and Information Sciences, General; Computer Programming.

For additional Training Providers or details for the providers listed, contact the providers directly or visit the following web sites:

- State Training Inventory www.soicc.ca.gov
- Orangeworks www.orangeworks.org
- I-Train www.i-train.org

RECRUITING METHODS



Employment Levels During the Last Year

| | |
|--------------------------|-----|
| Total Employees Hired: | 211 |
| New Permanent Positions: | 129 |
| Temporary Positions: | 0 |
| Promotions: | 23 |
| Separations: | 59 |

EDD Forecast Job Growth Rate 1995-2002

Average Job Growth Rate 14.8%

OTHER INFORMATION

Work Patterns

100% of the employers represented in this survey are non-union.

98% of the employees work full-time averaging 43 hours per week, and 1% work part-time averaging 25 hours per week.

23% of the employees are female, and 77% are male.

TRAFFIC, SHIPPING, RECEIVING CLERKS

19 Firms Surveyed with 79 Employees in Occupation. OES Code: 580280

DESCRIPTION

Traffic, Shipping, and Receiving Clerks verify and keep records on incoming and outgoing shipments and prepare items for shipment. Duties include assembling, addressing, stamping, and shipping merchandise or material; receiving, unpacking, verifying, and recording incoming merchandise or material; and arranging for the transportation of products. Does not include Stock Clerks, and workers whose primary duties involve weighing and checking.

Alternate Job Titles: Dispatch Clerks, Shippers, Warehouse Worker, Warehouse Clerk, Assembler/Shipper, and Inventory Control.

WAGES & BENEFITS

Non-Union, Full and Part-Time Wages

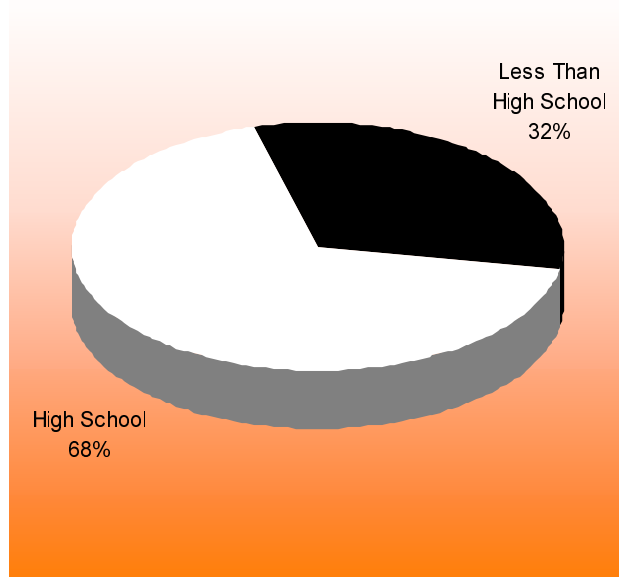
| | Range | Median |
|--------------------------|------------------|---------|
| New Hires, Inexperienced | \$6.00 - \$10.00 | \$8.00 |
| New Hires, Experienced | \$6.33 - \$12.00 | \$8.63 |
| 3+ Years With Firm | \$7.50 - \$14.50 | \$11.00 |

| Full Time / Part Time | Employer Pays All | Share Cost | Employee Pays All | Not Provided |
|-----------------------|-------------------|------------|-------------------|--------------|
| Medical Insurance | 42% / 0 % | 42% / 0 % | None | 16% / 16% |
| Dental Insurance | 37% / 0 % | 32% / 0 % | None | 32% / 16% |
| Vision Plan | 16% / 0 % | 16% / 0 % | None | 68% / 16% |
| Life Insurance | 32% / 0 % | 21% / 0 % | None | 47% / 16% |
| Sick Leave | 68% / 0 % | None | 5% / 0 % | 26% / 16% |
| Vacation | 95% / 0 % | None | 5% / 0 % | 0 % / 16% |
| Retirement Plan | 32% / 0 % | 11% / 0 % | None | 58% / 16% |
| Child Care | 11% / 0 % | None | None | 89% / 16% |
| Other | None | 5% / 0 % | None | 58% / 5% |

All data is based on the percentages of employers responding to this question.

EMPLOYER REQUIREMENTS

Education of Recent Hires



Training and Work Experience

Most employers accept training as a substitute for experience. **Some** employers require prior work experience.

SKILLS, LICENSES, & OTHER REQUIREMENTS

Computer Skills

Many employers surveyed reported that computer word processing skills were required for employment.

Career Advancement Skills

The ability to prioritize multiple tasks, good analytical ability, good customer service and communication skills, a willingness to work and follow procedures, product knowledge, and the ability to make good decisions were mentioned by the employers as important for career advancement.

New Skills

Computer literacy, product knowledge, interpersonal skills were new skills reported by the employers surveyed.

TRAFFIC, SHIPPING, RECEIVING CLERKS

19 Firms Surveyed with 79 Employees in Occupation. OES Code: 580280

EMPLOYMENT TRENDS

Supply & Demand

| Employment Levels | Decline | Remain Stable | Grow |
|-----------------------|---------|---------------|------|
| Past Year | 0 % | 84% | 16% |
| Projected Next 24 Mo. | 0 % | 58% | 42% |

Employers report it is **not difficult** to find fully experienced and qualified applicants. It is also **moderately difficult** to find inexperienced applicants.

Size of Occupation

Occupation Size: Very Large (12,230-13,260)

Growth Rate: Slower Than Average

Openings Due to Separations: 1,350

"Where The Jobs Are"

New Job Growth By Industries

| Industry Code | Description |
|---------------|-----------------------------------|
| 5045 | Computers, peripherals & software |
| 5065 | Electrical parts & equipment |

Job Growth Projection

Average Job Growth Rate 14.8%

The reported percentages apply to employers responding to these questions.

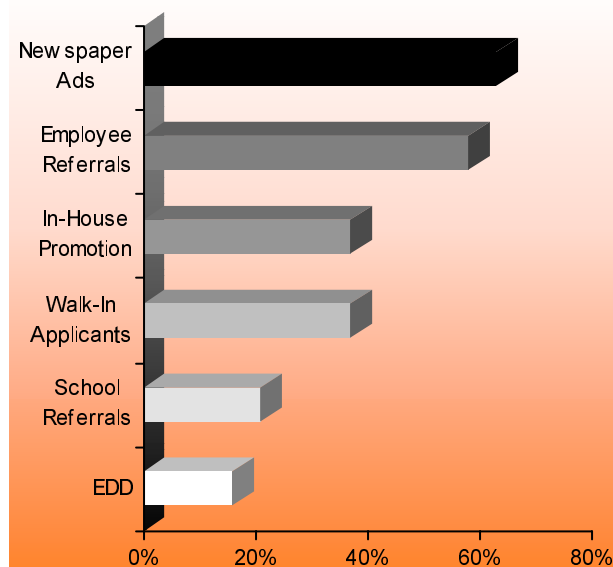
TRAINING PROVIDERS

- Central County Regional Occupational Program
- Larson Training Center
- North Orange County Regional Occupational Program
- Programs Offered:** General Office/Clerical and Typing Services

For additional Training Providers or details for the providers listed, contact the providers directly or visit the following web sites:

- State Training Inventory www.soicc.ca.gov
- Orangeworks www.orangeworks.org
- I-Train www.i-train.org

RECRUITING METHODS



Employment Levels During the Last Year

| | |
|--------------------------|----|
| Total Employees Hired: | 19 |
| New Permanent Positions: | 3 |
| Temporary Positions: | 3 |
| Promotions: | 5 |
| Separations: | 8 |

EDD Forecast Job Growth Rate 1995-2002

Average Job Growth Rate 14.8%

OTHER INFORMATION

Work Patterns

100% of the employers represented in this survey are non-union.

91% of the employees work full-time averaging 40 hours per week, and 6% work part-time averaging 22 hours per week, and 3% are temporary employees

25% of the employees are female, and 75% are male.



TRUCK DRIVERS - LIGHT

15 Firms Surveyed with 621 Employees in Occupation. OES Code: 971050

DESCRIPTION

Light Truck Drivers, Including Delivery and Route Workers, drive vehicles with a capacity under 3 tons. They deliver or pick up merchandise and may load and unload trucks. Does not include workers whose duties include sales.

Alternate Job Titles: Courier, Courier Guard, Van Driver, and Delivery Truck Driver.

WAGES & BENEFITS

Non-Union, Full and Part-Time Wages

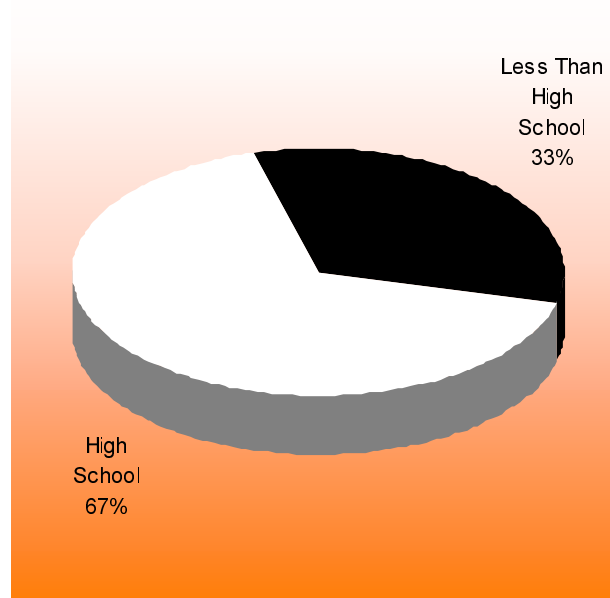
| | Range | Median |
|--------------------------|------------------|---------|
| New Hires, Inexperienced | \$5.75 - \$11.40 | \$8.26 |
| New Hires, Experienced | \$5.75 - \$12.50 | \$9.50 |
| 3+ Years With Firm | \$7.00 - \$16.78 | \$12.02 |

| Full Time / Part Time | Employer Pays All | Share Cost | Employee Pays All | Not Provided |
|-----------------------|-------------------|------------|-------------------|--------------|
| Medical Insurance | 33% / 0 % | 40% / 13% | None | 20% / 47% |
| Dental Insurance | 20% / 0 % | 40% / 13% | None | 33% / 47% |
| Vision Plan | 20% / 0 % | 40% / 13% | None | 33% / 47% |
| Life Insurance | 20% / 7% | 27% / 7% | None | 47% / 47% |
| Sick Leave | 33% / 7% | 7% / 0 % | None | 53% / 53% |
| Vacation | 47% / 13% | 13% / 7% | None | 33% / 40% |
| Retirement Plan | 20% / 7% | 27% / 7% | None | 47% / 47% |
| Child Care | None | None | None | 93% / 60% |
| Other | 7% / 7% | 7% / 7% | None | 7% / 0 % |

All data is based on the percentages of employers responding to this question.

EMPLOYER REQUIREMENTS

Education of Recent Hires



Training and Work Experience

Some employers accept training as a substitute for experience. **Some** employers require prior work experience.

SKILLS, LICENSES, & OTHER REQUIREMENTS

Computer Skills

Few employers seek applicants with skills in word processing and spreadsheet applications.

Career Advancement Skills

Willingness to work, able to handle stress, eagerness, timeliness, good work ethic, desire to learn, hard work, willing to have more responsibilities, people skills, good attendance, no mistakes made, and attitude were mentioned by the employers as important for career advancement.

New Skills

General map reading and computer applications were reported separately by 2 employers.

TRUCK DRIVERS - LIGHT

15 Firms Surveyed with 621 Employees in Occupation. OES Code: 971050

EMPLOYMENT TRENDS

Supply & Demand

| Employment Levels | Decline | Remain Stable | Grow |
|-----------------------|---------|---------------|------|
| Past Year | 7% | 47% | 47% |
| Projected Next 24 Mo. | 0 % | 40% | 60% |

Employers report it is **moderately difficult** to find fully experienced and qualified applicants. It is also **moderately difficult** to find inexperienced applicants.

Size of Occupation

Occupation Size: Very Large (10,600-12,500)

Growth Rate: Much Faster Than Average

Openings Due to Separations: 1,260

"Where The Jobs Are"

New Job Growth By Industries

| Industry Code | Description |
|---------------|---------------------------------|
| 4215 | Courier services, except by air |
| 4513 | Air courier services |

Job Growth Projection

Average Job Growth Rate 14.8%

The reported percentages apply to employers responding to these questions.

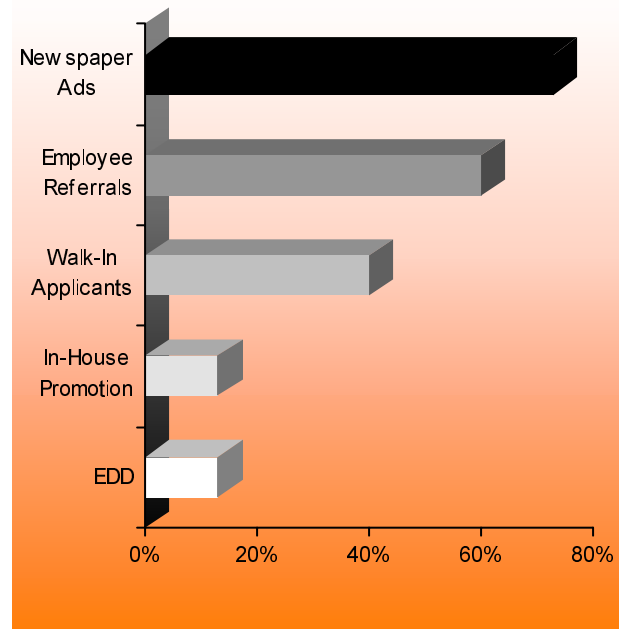
TRAINING PROVIDERS

- California Career School
- Central County Regional Occupational Program
- Programs Offered:** None Specified

For additional Training Providers or details for the providers listed, contact the providers directly or visit the following web sites:

- State Training Inventory www.soicc.ca.gov
- Orangeworks www.orangeworks.org
- I-Train www.i-train.org

RECRUITING METHODS



Employment Levels During the Last Year

| | |
|--------------------------|-----|
| Total Employees Hired: | 267 |
| New Permanent Positions: | 28 |
| Temporary Positions: | 1 |
| Promotions: | 55 |
| Separations: | 183 |

EDD Forecast Job Growth Rate 1995-2002

Average Job Growth Rate 14.8%

OTHER INFORMATION

Work Patterns

93% of the employers represented in this survey are non-union, and 7% are union.

50% of the employees work full-time averaging 41 hours per week, and 50% work part-time averaging 30 hours per week.

15% of the employees are female, and 85% are male.

TRAINING PROVIDERS FOR YEAR 1999 SURVEYED OCCUPATIONS

| | | | |
|----------------------------------|-------------------------------------|----------------------------|----------------|
| A.D. Banker & Company | 2301 Campus Drive | Irvine, CA 92612 | (949) 477-2002 |
| Acad. of Computer Technology | 16371 Beach Boulevard, #15 | Huntington Beach, CA 92647 | (714) 843-6360 |
| Am. School of Mortgage Banking | 17332 Irvine Boulevard, Suite 200 | Tustin, CA 92780 | (714) 832-2762 |
| Assoc. Tech. College--Anaheim | 1177 North Magnolia Boulevard | Anaheim, CA 92801 | (714) 229-8785 |
| Bosphorous Education Center | 17150 Newhope Street, Suite 117 | Fountain Valley, CA 92708 | (714) 825-0800 |
| Caducen Enterprises | 4500 Campus Drive, Suite 201 | Newport Beach, CA 92660 | (949) 476-6282 |
| California Career School | 1100 Technology Circle | Anaheim, CA 92805 | (714) 635-6585 |
| California Coast University | 700 North Main Street | Santa Ana, CA 92701 | (714) 547-9625 |
| CA State University Fullerton | 800 North State College Boulevard | Fullerton, CA 92834 | (714) 278-2611 |
| Capo Unified School District | 31522 El Camino Real | San Juan Capis., CA 92675 | (949) 496-3118 |
| Capistrano-Laguna Beach ROP | 31522 El Camino Real | San Juan Capis., CA 92675 | (949) 496-3118 |
| Career Management Institute | 1855 West Katella Avenue, Suite 150 | Orange, CA 92867 | (714) 771-5077 |
| Career Networks Institute | 986 Town & Country Road | Orange, CA 92868 | (714) 568-1566 |
| Casa Real Learning Center | 1666 North Main Street, Suite 415 | Santa Ana, CA 92701 | (714) 835-6695 |
| Center for Employment Training | 120 West Fifth Street, Suite 120 | Santa Ana, CA 92701 | (714) 568-1755 |
| Ctr. for Health Ed. Advancement | 1215 West Imperial Highway, # 105 | Santa Ana, CA 92701 | (714) 441-3450 |
| Central County ROP | 2333 North Broadway, Suite 260 | Santa Ana, CA 92706 | (714) 541-5537 |
| Civil Service Academy Inc | 8361 Westminster Boulevard, # 330 | Westminster, CA 92683 | (714) 897-5150 |
| Coast Community College District | 1370 Adams Avenue | Costa Mesa, CA 92706 | (714) 564-6000 |
| Coastline ROP | 1001 Presidio Square | Costa Mesa, CA 92626 | (714) 979-1955 |
| College of Automotive Mgmt. | 6 Hutton Center Drive, Suite 300 | Santa Ana, CA 92707 | (714) 755-6835 |
| COMP USA Training Supercenter | 9430 Warner Avenue | Fountain Valley, CA 92708 | (714) 965-4250 |
| Computer Education Institute | 2035 East Ball Road, Suite 100 | Anaheim, CA 92806 | (714) 772-6941 |
| Computer Education Institute | 24551 Raymond Way, Suite 285 | Lake Forest, CA 92630 | (949) 472-4192 |
| Computer Learning Ctr.-Anaheim | 222 South Harbor Boulevard | Anaheim, CA 92805 | (714) 956-8060 |
| Concorde Career Institute | 1717 South Brookhurst Street | Anaheim, CA 92804 | (714) 635-3450 |
| Concordia University | 1530 Concordia West | Irvine, CA 92612 | (949) 854-8002 |
| Contractors State License School | 530 West Katella Avenue | Orange, CA 92867 | (714) 289-9107 |
| CSI, Bryman College | 1120 West La Veta Avenue, # 100 | Orange, CA 92668 | (714) 953-6500 |
| Cypress Community College | 9200 Valley View Street | Cypress, CA 90630 | (714) 484-7237 |
| Excel Technical College Inc | 2050 West Chapman Avenue, # 108 | Orange, CA 92868 | (714) 712-4166 |
| Executrain of California | 17877 Von Karmen Avenue, # 150 | Irvine, CA 92707 | (949) 221-0300 |
| Global Knowledge Network | 3187 Redhill Avenue, Suite 150 | Costa Mesa, CA 92626 | (714) 444-4022 |
| Hellier Associates Inc | 2051 East Cerritos Avenue, Suite 8A | Anaheim, CA 92806 | (714) 956-2274 |
| HI TEK Solutions Inc | 2361 Campus Drive, Suite 107 | Irvine, CA 92715 | (949) 474-8270 |
| Hope International University | 2500 East Nutwood Avenue | Fullerton, CA 92831 | (714) 879-3901 |
| ILA Polytechnic Institute | 202 West Lincoln Avenue, Suite H | Orange, CA 92865 | (714) 772-4452 |
| Infotec Commercial Systems | 3100 South Harbor Boulevard, # 100 | Santa Ana, CA 92704 | (714) 755-7120 |
| Intercoast Colleges | 17101 Armstrong Avenue, Suite 100 | Irvine, CA 92614 | (949) 222-0272 |
| Interior Designers Institute | 1061 Camelback Road | Newport Beach, CA 92660 | (949) 675-4451 |
| ITT Technical Institute | 525 North Muller Avenue | Anaheim, CA 92801 | (714) 535-3700 |
| Larson Training Centers | 2041 West Orangewood Avenue | Orange, CA 92668 | (714) 634-1800 |
| Lehr Training Institute | 4155 East La Palma Avenue, # 500 | Anaheim, CA 92807 | (714) 528-0000 |
| Linographics Inc | 770 North Main Street, Suite J | Orange, CA 92868 | (714) 639-0511 |

TRAINING PROVIDERS FOR YEAR 1999 SURVEYED OCCUPATIONS

| | | | |
|--------------------------------------|-------------------------------------|---------------------------|----------------|
| Montessori Teacher Academy | 23311 Muirlands | Lake Forest, CA 92630 | (949) 855-5630 |
| Montessori West Teacher Train. | 6202 Cerulean | Garden Grove, CA 92845 | (714) 897-3833 |
| MTI College | 2011 West Chapman Avenue, # 100 | Orange, CA 92668 | (714) 385-1132 |
| National University | 765 The City Drive South, Suite 207 | Orange, CA 92868 | (714) 429-5300 |
| National University | 3390 Harbor Boulevard | Costa Mesa, CA 92626 | (714) 429-5100 |
| New Horizons Computer Learning | 3337 Michelson Drive, Suite 37-1 | Irvine, CA 92612 | (949) 833-5096 |
| Newbridge College | 1840 East 17th Street, Suite 140 | Santa Ana, CA 92705 | (714) 550-8000 |
| Newport University | 20101 Southwest Birch Street, # 120 | Newport Beach, CA 92660 | (949) 757-1155 |
| Newton College | 8762 Garden Grove Boulevard | Garden Grove, CA 92844 | (714) 530-9288 |
| No. Orange Co. Com. College Dist. | 1000 North Lemon Street | Fullerton, CA 92832 | (714) 578-8400 |
| North Orange County ROP | 2360 West La Palma Avenue | Anaheim, CA 92801 | (714) 502-5800 |
| Novaquest Infosystems | 19772 MacArthur Boulevard, # 100 | Irvine, CA 92615 | (310) 214-4200 |
| Pacific College of Business, Inc. | 3160 Redhill Avenue | Costa Mesa, CA 92626 | (714) 662-4402 |
| Pacific West College of Law | 1380 South Sanderson Avenue | Anaheim, CA 92806 | (714) 535-5661 |
| Practical Schools | 900 East Ball Road | Anaheim, CA 92805 | (714) 535-6000 |
| QPE Technical Institute | 1558 North Gemini Place | Anaheim, CA 92801 | (714) 778-5518 |
| Rancho Santiago Com. Coll. Dist. | 1530 West 17th Street | Santa Ana, CA 92706 | (714) 564-6000 |
| SER / Jobs For Progress | 1243 East Warner Avenue | Santa Ana, CA 92705 | (714) 556-8741 |
| Soft-Train | 1820 East First Street, Suite 200 | Santa Ana, CA 92705 | (714) 973-7122 |
| Software Education of Amer., Inc | 265 South Randolph Avenue, # J220 | Brea, CA 92821 | (714) 257-3095 |
| South Baylo University | 1126 North Brookhurst Street | Anaheim, CA 92801 | (714) 530-9650 |
| So. Orange Co. Com. College Dist. | 28000 Marguerite Parkway | Mission Viejo, CA 92692 | (949) 582-4500 |
| So. CA Institute of Technology | 1900 West Crescent Avenue, Bldg. B | Anaheim, CA 92801 | (714) 520-5552 |
| So. CA International College | 595 West Lambert Road | Brea, CA 92821 | (714) 256-8830 |
| So. CA University for Prof. Studies | 1840 East 17th Street, #240 | Santa Ana, CA 92701 | (714) 480-0800 |
| Sutech School | 1855 South Santa Cruz Street | Anaheim, CA 92805 | (714) 939-7860 |
| Technology In Demand | 17155 Newhope Street, Suite P | Fountain Valley, CA 92708 | (714) 434-7981 |
| Timberline Construction Edu. Ctr. | 1801 East Edinger Avenue | Santa Ana, CA 92705 | (714) 550-1175 |
| Union Contractors License School | 8942 Garden Grove Boulevard, # 212 | Garden Grove, CA 92844 | (714) 537-5830 |
| United Education Institute | 595 West Lambert Road | Brea, CA 92821 | (714) 672-4778 |
| United Truck Driving School | 1665 East 4th Street, #216 | Santa Ana, CA 92701 | (714) 667-3940 |
| University of California Irvine-Ext. | P.O Box 6050 | Irvine, CA 92616 | (949) 834-5194 |
| US Coll. of Health & Human Serv. | 5700 Division Street, Suite 100 | Fountain Valley, CA 92506 | (909) 784-4466 |
| Webster University | 2300 Michelson Drive, Suite 800 | Irvine, CA 92612 | (949) 250-7855 |
| West Orange College | 12865 Main Street, Suite 105 | Garden Grove, CA 92840 | (714) 530-5000 |
| Westwood College of Technology | 2461 West La Palma Avenue | Anaheim, CA 92801 | (714) 875-6050 |
| Wilshire Education Center | 315 East Wilshire Avenue | Fullerton, CA 92832 | (714) 526-8258 |
| Wolden Multimedia Institute | 888 South West Street, Suite 430 | Anaheim, CA 92808 | (714) 563-0863 |
| Yorba Linda Education Center | 4175 Fairmont Boulevard | Yorba Linda, CA 92886 | (714) 779-8279 |

Every effort is made to ensure accuracy, however, changes do occur. It is suggested that all information be verified.

The listing of training providers in this directory does not constitute approval or certification by the Orange County Workforce Investment Board.



CCOIS EMPLOYER QUESTIONNAIRE



EMPLOYER QUESTIONNAIRE



ALL RESPONSES ARE KEPT STRICTLY CONFIDENTIAL

Whom should we contact with any further questions?

Name: _____

Position: _____

Phone: _____ Fax: _____

| | |
|---|--|
| Occupation: _____ | |
| <p>Does your firm employ any individual performing the duties in the occupation described above? <i>o Yes o No</i></p> <p>If yes, please complete this survey for the occupation described.</p> <p>If no, please return this questionnaire to the above address.</p> <p>If your firm has multiple locations, please confine your answers to locations in your county.</p> | |
| 1. What job title(s) does your firm use for these duties ? | <i>Job Title(s):</i> _____ |
| 2. a. How many employees does your firm currently have in this occupation ? | <i>Number of Employees:</i> _____ |
| b. In this occupation , how many are: | <i>Number of Males:</i> _____ <i>Number of Females:</i> _____ |
| c. In this occupation , how many current employees are there; and on average, how many weekly hours do they work? | |
| Regular, Full Time: | <i>Number of Employees:</i> _____ <i>Average Weekly Hours Worked:</i> _____ |
| Regular, Part Time: | <i>Number of Employees:</i> _____ <i>Average Weekly Hours Worked:</i> _____ |
| Temporary/On Call: | <i>Number of Employees:</i> _____ <i>Average Weekly Hours Worked:</i> _____ |
| Seasonal: | <i>Number of Employees:</i> _____ <i>Average Weekly Hours Worked:</i> _____ |
| 3. In your firm, what shifts are available for this occupation ? (check all that apply) | <i>o Day o Swing o Graveyard</i> <i>o Other: Please specify</i> _____ |
| 4. Has your firm hired in this occupation within the last 12 months? | <i>o Yes o No</i> |
| If yes, how many were hired to fill: | |
| vacancies resulting from promotions within your firm? | |
| vacancies resulting from people in permanent positions leaving your firm? | |
| new permanent positions resulting from growth? | |
| temporary, on call, or seasonal positions? | |
| 5. a. During the last 12 months, did your firm's employment in this occupation : (Check one) | <i>o Decline o Remain Stable o Grow</i> |
| b. Over the next 24 months, do you expect your firm's employment in this occupation to: (Check one) | <i>o Decline o Remain Stable o Grow</i> |
| 6. When you hire applicants for this occupation , is prior experience in this occupation required? | <i>o Yes o No o Not required, but preferred</i> |
| If yes or preferred , how much experience in this occupation is required/preferred? | _____ (months) |
| Is experience in other occupations accepted? | <i>o Yes o No</i> Please specify below: <i>Occupation:</i> _____ (months) |
| 7. If prior experience is required when you hire applicants for this occupation , please indicate how difficult it is for your firm to find fully qualified applicants. (Circle one) | |
| <div style="text-align: center;"> <i>Not Difficult</i> 1 2 3 4 <i>Difficult</i> </div> | |
| 8. If prior experience is <u>not</u> required when you hire applicants for this occupation , please indicate how difficult it is for your firm to find qualified applicants. (Circle one) | |
| <div style="text-align: center;"> <i>Not Difficult</i> 1 2 3 4 <i>Difficult</i> </div> | |
| 9. Does your firm accept training as a substitute for experience in this occupation? If yes, how many months of training can generally be substituted? _____ (months) | |
| 10. Is technical or vocational training required prior to employment in this occupation ? If yes or preferred, what kind of training is required? | <i>o Yes o No o Not required, but preferred</i> _____ (months) |

EMPLOYER QUESTIONNAIRE

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|--|--------------------------|-----------------------|--|-----------------------|--|---|--|--|----------------------------------|--|
| 11. What is the minimum level of education your firm requires when hiring an applicant in this occupation ? (Check one). | | | | | | | | | | |
| <input type="radio"/> Less than high school diploma <input type="radio"/> High school diploma or equivalent <input type="radio"/> Associate Degree (2 year) <input type="radio"/> Bachelor Degree (4 year) <input type="radio"/> Graduate Study | | | | | | | | | | |
| 12. What is the usual income earned by your firm's employees in this overall occupation at the following levels of skills and experience? | | | | | For other compensation, please indicate the average earnings and types(s) of compensation. | | | | | |
| • New hires, no experience (trained or untrained): • New hires who are experienced: • Experienced employees after 3 years with your firm: (Please check one) | | | | | <u>Base Wage or Salary</u> | | <u>Other Compensation</u> | | <u>Type of Compensation</u> | |
| | | | | | \$ _____ | | \$ _____ | | <input type="radio"/> Commission | |
| | | | | | \$ _____ | | \$ _____ | | <input type="radio"/> Tips | |
| | | | | | \$ _____ | | \$ _____ | | <input type="radio"/> Bonus | |
| | | | | | <input type="radio"/> Hour <input type="radio"/> Week | | <input type="radio"/> Hour <input type="radio"/> Week | | <input type="radio"/> Piece Rate | |
| | | | | | <input type="radio"/> Month <input type="radio"/> Year | | <input type="radio"/> Month <input type="radio"/> Year | | <input type="radio"/> Other | |
| | | | | | | | | | Specify _____ | |
| 13. Are the wages for employees in this occupation subject to a collective bargaining or union agreement? If yes, what is the name of the union or local number? | | | | | | | | <input type="radio"/> Yes <input type="radio"/> No | | |
| 14. Please check which benefits your firm offers full-time (FT) and part-time (PT) employees in this occupation and which best describes who pays for them: | | | | | | | | | | |
| | <u>Employer Pays All</u> | | <u>Share Cost</u> | | <u>Employee Pays All</u> | | <u>Not Provided</u> | | | |
| | FT | PT | FT | PT | FT | PT | FT | PT | | |
| Medical Insurance | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | | |
| Dental Insurance | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | | |
| Vision Insurance | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | | |
| Life Insurance | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | | |
| Sick Leave | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | | |
| Vacation | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | | |
| Retirement Plan | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | | |
| Child Care | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | | |
| Other (Please Specify): _____ | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | | |
| 15. a. Does your firm ever promote employees in this occupation to higher level positions? | | | | | | | | <input type="radio"/> Yes <input type="radio"/> No | | |
| If yes, what are the titles of the positions to which they may be promoted? | | | | | | | | _____ | | |
| b. What skills are important for career advancement? | | | | | | | | _____ | | |
| 16. What computer software skills, if any, does your firm seek in applicants for this occupation ? (Please check all that apply) | | | | | | | | | | |
| Specify software names: <input type="radio"/> None | | | | | | | | | | |
| <input type="radio"/> Word Processing <input type="radio"/> Spreadsheet <input type="radio"/> Database <input type="radio"/> Desktop Publishing <input type="radio"/> Other: _____ | | | | | | | | | | |
| 17. What other new skills are needed to perform the duties of this occupation? _____ | | | | | | | | | | |
| 18. When your firm hires employees for this occupation , which are the top three most successful recruitment methods? | | | | | | | | | | |
| <input type="radio"/> In-house promotions or transfers | | | <input type="radio"/> Newspaper ads | | | <input type="radio"/> Internet | | | | |
| <input type="radio"/> EDD | | | <input type="radio"/> Walk-in applicants | | | <input type="radio"/> Colleges/Universities | | | | |
| <input type="radio"/> School/program referrals | | | <input type="radio"/> Union hall referrals | | | <input type="radio"/> Employee referrals | | | | |
| <input type="radio"/> Private employment agencies | | | <input type="radio"/> Trade journals | | | <input type="radio"/> Other (Please specify): _____ | | | | |
| 19. Are you aware of any new, changing, or emerging occupations in your industry? | | | | | <input type="radio"/> Yes <input type="radio"/> No | | | | | |
| Please specify: _____ | | | | | | | | | | |
| Would you like to receive a complimentary copy of the survey results for this occupation? | | | | | | | | <input type="radio"/> Yes <input type="radio"/> No | | |

THANK YOU FOR YOUR COOPERATION !



Orange County 2001 Occupational Outlook



*Orange County
Workforce Investment Board*

